EU Electronic Communications Code

The EU's electronic communications policy improves competition, drives innovation, and boosts consumer rights within the European single market.

Europeans need an internet connection that is fast and reliable to participate in today’s economy and society. The Digital Decade envisions a Europe that takes full advantage of the digital transformation, aiming to have gigabit connectivity and 5G across Europe by 2030.

**How does it work?**

To advance these objectives and meet Europe’s growing connectivity needs, the EU Electronic Communications Code updates and merges EU telecommunications rules under one regulatory framework designed to boost connectivity and better protect users throughout Europe.

These rules are crucial for achieving Europe's connectivity targets and providing everyone in the EU the best possible internet connection, so they can participate fully in the digital economy.

**Clearer rules**

**Higher quality of services**
The Code improves connection speeds and coverage by:

- making it more attractive for all companies to invest in new top-quality infrastructures, everywhere in the EU, both locally and across national borders
- making rules for co-investment more predictable and promoting risk sharing in the deployment of very high capacity networks, including 5G networks
- promoting sustainable competition for the benefit of consumers

**Better consumer protection**

The Code protects consumers irrespective of whether they communicate through traditional (calls, SMS) or web-based services by:

- ensuring that all consumers have access to affordable communications services, including adequate broadband internet access, for services such as eGovernment, online banking, and video calls
- giving equivalent access to communications for end-users with disabilities
- ensuring that international calls within the EU will not cost more than 19 cents per minute
- guaranteeing better security against hacking, malware, etc.
- protecting consumers subscribing to bundled service packages
- making it easier to change service provider and keep the same phone number, including rules for compensations if the process goes wrong or takes too long
- increasing protection of citizens in emergency situations, including retrieving more accurate caller location, broadening emergency communications to text messaging and video calls and establishing a system to transmit public warnings on mobile phones

**Universal service**

Access to basic communication services is crucial to participate in today’s economy and society.

European electronic communications rules seek to make broadband internet access and voice communications affordable and available throughout Europe through effective competition and choice. Where the needs of consumers are not met by the market, universal service obligations ensure that affordable adequate services are available regardless of personal circumstances like location, income or disability. Broadband internet must have sufficient bandwidth for using important services such as eGovernment, internet banking, and standard quality video calls.

**Analysis of relevant markets**

The Code also promotes the development of the internal market and competition. In support of these objectives, national authorities regularly analyse relevant markets. The aim is to limit specific market regulation to only when it is strictly necessary for maintaining a competitive and investment-friendly regulatory environment to the benefit of the consumer. Find the latest market overview ([https://digital-strategy.ec.europa.eu/en/library/definition-and-analysis-relevant-markets](https://digital-strategy.ec.europa.eu/en/library/definition-and-analysis-relevant-markets)).

**Implementation of the EU Electronic Communications Code**

Adopted in 2018, these rules apply to all electronics communication services in the EU. As of 2022, The Code has been adopted by most EU countries, with the Commission supporting the Member
States in the implementation process. Moreover, the Body of European Regulators for Electronic Communications (BEREC) has developed a significant number of guidelines, which aim to promote a consistent application of the Code and contribute to its successful implementation.

The Commission will publish its first review of the functioning of the Code at the end of 2025 and follow up with a report every 5 years.

Learn more

Directive: European Electronic Communications Code

Press Release: Electronic communications code
Q&A: Electronic communications code

Factsheet: Electronic communications code


Follow the latest progress and learn more about getting involved.
@DigitalEU

Latest News

PRESS RELEASE | 11 October 2023
Consultation on electronic communications highlights need for reliable and resilient connectivity infrastructure

The Commission published the Summary of the results of the exploratory consultation on the future of the electronic communications sector, as well as the non-confidential versions of the received contributions.

PRESS RELEASE | 27 September 2023

The first report on the State of the Digital Decade, published earlier this week, provides a comprehensive look at progress towards achieving the digital transformation to empower a more digitally sovereign, resilient, and competitive EU.

PRESS RELEASE | 18 September 2023

The Commission held its second High-level Digital Dialogue with China on 18 September.

PRESS RELEASE | 01 September 2023

The Commission adopted today a proposal to incorporate roaming into the EU-Moldova Association Agreement. Once all necessary steps have been completed, Moldovan visitors to the EU will be able to use their mobile phones under the same price conditions as if they were in Moldova, while travellers from the EU will benefit from the same rights when visiting Moldova.

Browse Electronic communications and Privacy
The EU’s goal is for Europe to be the most connected continent by 2030.

Dig deeper

Body of European Regulators for Electronic Communications
The Body of European Regulators for Electronic Communications (BEREC) improves consistency of EU telecoms rules.

**See Also**


EU rules enshrine the principle of open Internet access: internet traffic shall be treated without discrimination, blocking, throttling or prioritisation.


ICT specifications ensure that products can connect and interoperate with each other, boosting innovation, and keeping ICT markets open and competitive.


The connectivity toolbox offers guidance for the deployment of fibre and 5G networks. These networks will offer significant economic opportunities.


Wireless communications, via public or private networks, use radio spectrum, i.e. a range of radio waves, to carry information. Such communication can be between people, people and machines or systems (“things” more general) or between things. In this context, radio spectrum is...

[5G](https://digital-strategy.ec.europa.eu/en/policies/5g)

5G is the critical new generation network technology that will enable innovation and support the digital transformation.


Need help? 112 is your life-saving number! 112 is the European emergency phone number, available everywhere in the EU, free of charge.

As you travel across the EU, you can use your phone to call, text and use data just like you do at home. The minutes of calls, SMS and data that you use abroad in the EU are charged the same as at home.

**Intra-EU calls: lower and limited charges for calling other EU countries**  

Europeans pay lower and limited charges for, Intra-EU calls, or calling other EU countries.

**Satellite broadband**  

Satellite broadband is available to provide fast internet connectivity throughout every EU country.

**Support for Broadband rollout**  

The European Commission is supporting EU businesses, project managers and authorities in increasing network coverage to reach the EU’s Gigabit Society goals.

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