

Question for written answer E-002062/2025
to the Commission
Rule 144
Maria Grapini (S&D)

Subject: Protecting consumers when they are automatically connected to non-European telephone networks

Consumer protection should be a major focus for the Commission and the Member States.

Although citizens benefit from roaming within the EU area, there are frequent situations where, even though they are in EU states, their telephones automatically connect to a non-EU country and they are charged extra for mobile data use. For example, in France, telephones are automatically connected to a network in Monaco, in Romania there are connections to a network in Serbia, and the examples go on and on.

1. European legislation places an obligation on mobile telephone operators to notify users by text message when they are connected to a non-European network. Does the Commission not find this measure inadequate to protect users, given that they might read the warning text messages later and thus be charged hundreds of euros extra?
2. What measures could be imposed on mobile telephone operators to increase protection for consumers when they are automatically connected to non-European networks?

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