

**Question for written answer E-003604/2025
to the Commission**
Rule 144
Andi Cristea (S&D)

Subject: Limitations on the use of Wi-Fi calling services (VoWiF) while on roaming in the EU

Petition No 347/25¹, submitted by Bogdan Epure, draws attention to the fact that considerable restrictions are being imposed on most EU consumers when they try to make Wi-Fi calls while travelling outside their home countries – including when they are in other EU Member States. Most mobile phone operators currently block this service when users are on roaming, and the few EU operators that allow this do so solely of their own free will, since there is no EU legal framework requiring them to do this.

This has an impact on the free movement of services within the digital single market in that it imposes additional roaming costs on mobile phone users, even when they are able to access the internet via Wi-Fi networks. It is also liable to jeopardise the public's safety since, in areas with poor mobile phone coverage, Wi-Fi calling can be the only way to reach the 112 emergency number.

Can the Commission clearly state:

1. Whether it will assess the impact of these restrictions on EU mobile phone users;
2. Whether it plans to bring forward a legislative framework requiring EU e-communications operators to activate Wi-Fi calling services automatically for all their customers, regardless of their geographical location;
3. What measures will be adopted to ensure that emergency (112) calls can be made via Wi-Fi, irrespective of where the user is in the EU.

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¹ <https://www.europarl.europa.eu/petitions/en/petition/content/0347%252F2025/html/Petition-No-0347%252F2025-by-Bogdan-Epure-%2528Romanian%2529-on-WiFi-calling-across-the-EU-for-consumers>