

(English version)

**Question for written answer E-002062/25
to the Commission
Maria Grapini (S&D)
(22 May 2025)**

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?

Submitted: 22.5.2025

**Answer given by Executive Vice-President Virkkunen on behalf of the European Commission
(4 July 2025)**

The Commission considers that the current Roaming Regulation ⁽¹⁾ adequately ensures end-users' protection from inadvertent roaming.

According to Articles 13(5) and 14(6) of the Roaming Regulation, roaming providers are obliged to take all reasonable steps to protect their customers from paying roaming charges due to inadvertently accessed roaming services while situated in their home Member State.

This includes informing customers on how to effectively avoid inadvertent roaming in border regions. Equally, according to Article 4(2) of the Roaming Regulation, roaming providers should ensure that, when roaming within the EU, roaming customers are able to use the retail services to which they subscribe and benefit from the same level of quality of service as at home.

National regulatory authorities and, where applicable, other competent authorities are expected to be alert to situations of inadvertent roaming in the border regions. They should monitor and collect information on inadvertent roaming and take appropriate measures where necessary.

Moreover, roaming providers are, pursuant to Article 14(4) of the Roaming Regulation, obliged to grant to their customers at least the default financial or volume limits in value of EUR 50 and 100 ⁽²⁾ for regulated data roaming services that the customers consume, including outside the EU, when technically possible.

In light of the above, the Commission considers that the current Roaming Regulation's framework provides adequate protection for end-users against inadvertent roaming.

More efforts though could be taken at national level to implement, monitor, and enforce the existing Roaming Regulation's framework, for the benefit of end-users.

⁽¹⁾ Regulation (EU) 2022/612 of the European Parliament and of the Council of 6 April 2022 on roaming on public mobile communications networks within the Union (OJ L 115, 13.4.2022, p. 1, ELI: <http://data.europa.eu/eli/reg/2022/612/oj>).

⁽²⁾ Per monthly billing period, excluding VAT.