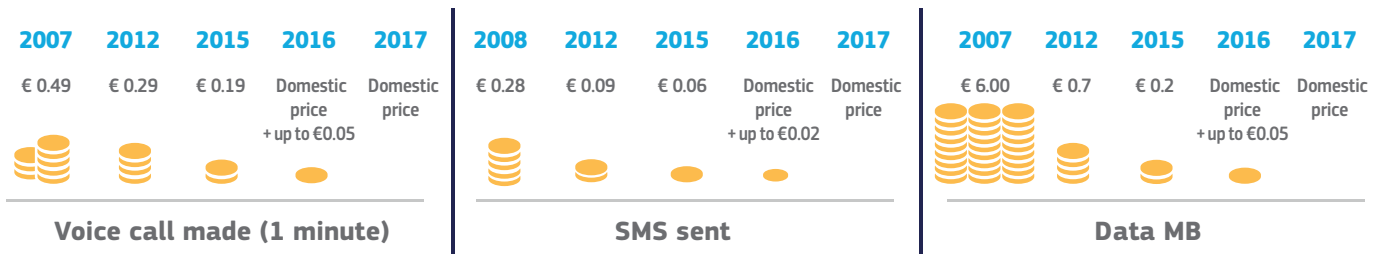


#DSM
#ROAMING #RLAH

Digital Single Market

End of roaming charges: How Europeans have been using mobile communications while travelling

HISTORY OF ROAM LIKE AT HOME



Roaming charges for all EU travellers ended on **15 June 2017**. Dismantling additional charges for travellers who call, send messages or surf the internet on their mobile devices while abroad, has been one of the biggest success stories of the European Union.

WHAT IS ROAM LIKE AT HOME



Roam like at home is aimed at all people who travel in the EU for work or leisure from their 'home'. 'Home' means their country of residence, or a country to which a person has 'stable links'. It covers customers who spend substantial and recurring amounts of time in a country where they study, work, or have retired.



Roam like at home is not meant to be used for permanent roaming (including permanent use of a SIM card from another country). The operator can question the residence / stable links of customers who, over any 4-month period, both spend more time abroad than at home, and make most of their calls and texts or use most of their data outside the operator's country.

SHARP RISE IN EUROPEANS' USE OF MOBILE COMMUNICATIONS WHILE TRAVELLING

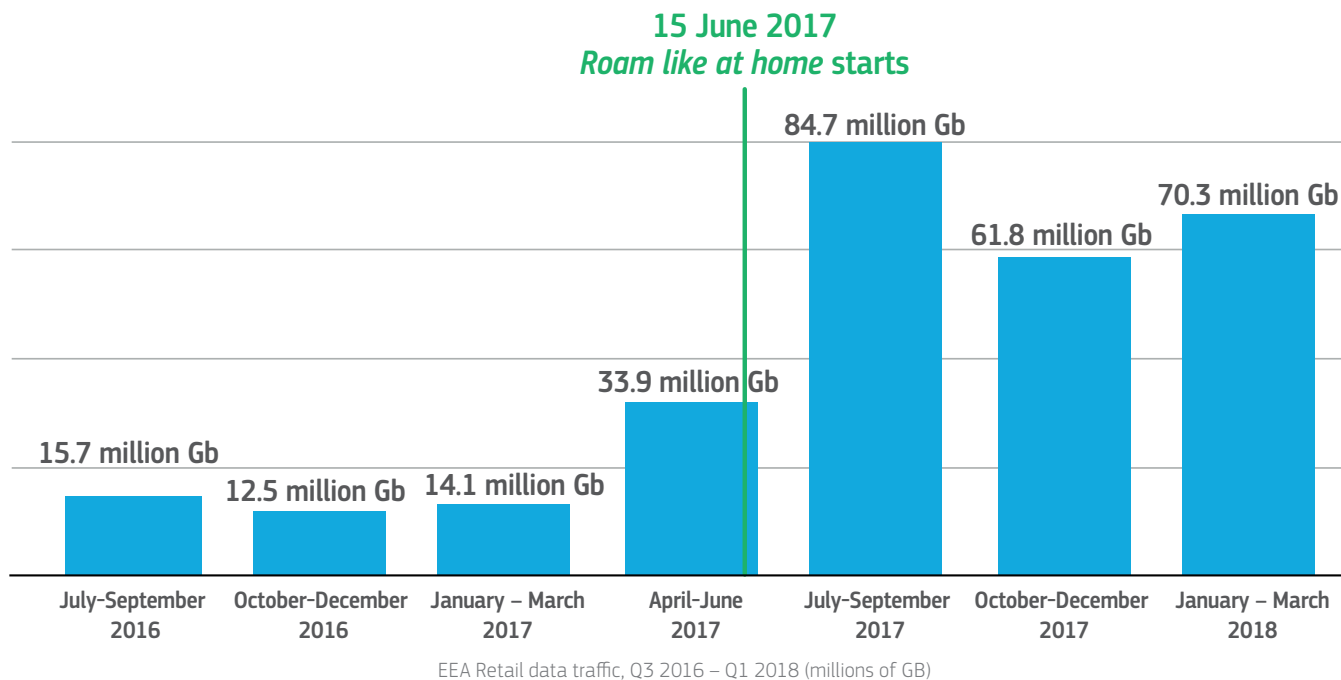


The use of mobile data has grown five times on average compared to the levels before June 2017

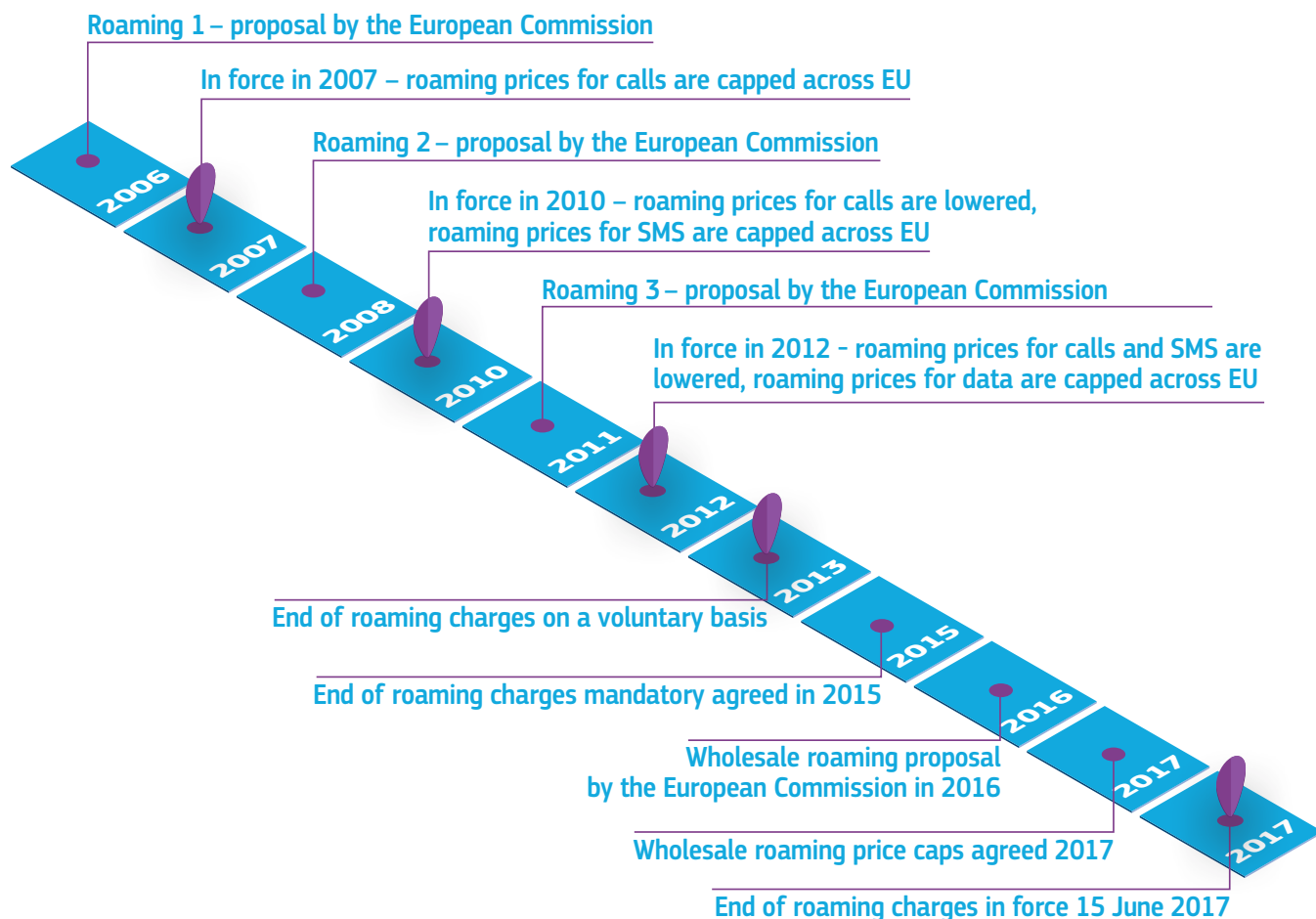


The number of phone calls made by travellers has roughly doubled compared to the period before June 2017

EU DATA ROAMING CONSUMPTION INCREASED 5 TIMES SINCE 15 JUNE 2017



INTRODUCTION OF ROAM LIKE AT HOME – TIMELINE



The Commission will publish a comprehensive report on the review of the 'roam like at home' rules in December 2019.

