

Increasing customer awareness about the €uro Tariff



e-Communications Forum
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“To ensure that subscribers are adequately informed about the roaming tariffs available, including the Eurotariff”





Provisions in the current Roaming Regulation

Article 4 - Retail charges for regulated roaming calls

Home providers shall make available and actively offer to all their roaming customers, clearly and transparently, a Eurotariff .

The Eurotariff shall not entail any associated subscription or other fixed or recurring charges and may be combined with any retail tariff.



Provisions in the current Roaming Regulation

Article 6 - Transparency of retail charges for regulated roaming calls and SMS messages

Home providers shall provide all users with full information on applicable roaming charges, in particular on the Eurotariff and the Euro- SMS tariff, when subscriptions are taken out. They shall also provide their roaming customers with updates on applicable roaming charges without undue delay each time there is a change in these charges.



Provisions in the current Roaming Regulation

Article 6 - Transparency of retail charges for regulated roaming calls and SMS messages

Home providers shall take the necessary steps to secure awareness by all their roaming customers of the availability of the Eurotariff and the Euro-SMS tariff.

They shall send a reminder at reasonable intervals to all customers who have opted for another tariff.

What's next?



The MCA to lay down the general obligations in further detail to ensure full compliance with the directive

The MCA is inviting operators to pool in their opinion regarding adherence with such obligations