



Roaming Regulation

Following EENA proposal, the regulation on roaming on public mobile telephone networks has been amended. It now provides for information to be sent on mobile phones (within the roaming messages) when citizens travel between EU countries "on the possibility of accessing emergency services by dialling the European emergency number 112 free-of-charge". This should very much contribute to increasing the knowledge of 112. The final text was adopted by the Council on 8 June 2009 and is effective from July 1st, 2009.

Article 6

Transparency of retail charges for regulated roaming calls and SMS messages

1. To alert a roaming customer to the fact that he will be subject to roaming charges when making or receiving a call or when sending an SMS message, each home provider shall, except when the customer has notified his home provider that he does not require this service, provide the customer, automatically by means of a Message Service, without undue delay and free of charge, when he enters a Member State other than that of his home network, with basic personalised pricing information on the roaming charges (including VAT) that apply to the making and receiving of calls and to the sending of SMS messages by that customer in the visited Member State.

This basic personalised pricing information shall include the maximum charges the customer may be subject to under his tariff scheme for:

- (a) making calls within the visited country and back to the Member State of his home network, as well as for calls received; and
- (b) sending regulated roaming SMS messages while in the visited Member State.

It shall also include the free-of-charge number referred to in paragraph 2 for obtaining more detailed information **and information on the possibility of accessing emergency services by dialling the European emergency number 112 free-of-charge.**

A customer who has given notice that he does not require the automatic Message Service shall have the right at any time and free of charge to require the home provider to provide the service again.

Home providers shall provide blind or partially-sighted customers with this basic personalised pricing information automatically, by voice call, free of charge, if they so request.