

Question for written answer E-002521/2015
to the Commission
Rule 130
Franz Obermayr (NI)

Subject: Breach of the roaming regulation by the company Base

The roaming regulation adopted in 2012 should protect EU citizens from excessive roaming rates within the EU Member States. Despite this regulation, it is only at the request of the customer that mobile network operators such as the Germany company Base charge rates that comply with European Union law.

Even though this approach is clearly unlawful, many customers are unaware of this and continue to pay significantly excessive rates.

1. Is the Commission aware of this approach used by Base? If so, is the Commission also aware of other mobile network operators engaging in similar behaviour?
2. Does the Commission intend for consumers to continue paying excessive roaming rates within the EU?
3. What measures is the Commission taking to counteract this unlawful behaviour on the part of large mobile network operators?