

**Question for written answer E-010111/2015
to the Commission**
Rule 130
Olga Sehnalová (S&D)

Subject: Telephone lines for contact between consumers and traders about concluded contracts

Article 21 of Directive 2011/83/EU of the European Parliament and of the Council sets out the rules for the cost of telephone calls between consumers and traders concerning contracts concluded between the two parties. Member States must make sure that consumers do not have to pay more than the basic rate for telephone calls to traders. This is without prejudice to the telecommunication service providers' right to charge for such calls.

A Czech consumer organisation warned in a campaign that many companies have only premium-rate lines (so-called 'white' or 'blue' lines in the Czech Republic). Each operator charges a different rate for these calls, and rates are sometimes higher than the cost of calling a fixed telephone line.

Article 21 of Directive 2011/83/EU has been transposed into national law (Law No 634/1992 on consumer protection). As the consumer organisation explains, however, the law does not forbid sellers from using white and blue lines in their dealings with clients.

How is a 'basic rate' defined under Article 21 of the directive?

Does Article 21 of the directive apply to white and blue lines, or indeed any telephone line, if the rates charged for them are higher than the basic rate?

Does the Commission have information on how Article 21 has been transposed into the national laws of the other Member States? If so, and if the national laws in question provide for derogations from the directive, do these derogations give consumers a higher level of protection than is required by the directive, as stipulated by Article 21?