

**Question for written answer E-005025/2017
to the Commission**
Rule 130
Patrizia Toia (S&D)

Subject: Higher national telephone charges

Since 15 June 2017 a person using a mobile phone in a Member State to make a call, send a message, or go online can be covered by the same national rate, whether in or outside their home country.

Many consumers are complaining that some mobile operators have been automatically activating flat-rate charging plans for roaming services, the cost ranging from EUR 2 to EUR 6. These plans are activated automatically the first time a phone is used abroad, and deactivation is not allowed.

Furthermore, since May some operators have raised their monthly subscription charge of EUR 1.50 (up to EUR 3) for telephone calls, messages, and data services, an increase necessitated, they say, by the changed market context.

Is the Commission aware of these price rises?

Does it consider such behaviour to be in line with the rules laid down in Regulation (EU) No 531/2012 for wholesale roaming markets and on roaming on public mobile communications networks within the Union, as amended?

How will it prevent abuses and infringements of the regulation and what specific measures will it employ to monitor the situation?