

**Question for written answer E-000004/2018
to the Commission**
Rule 130
Anneleen Van Bossuyt (ECR)

Subject: Roaming charges in border areas

This summer roaming charges were abolished for citizens travelling within the EU. The abolition of roaming is a tangible example of how the EU can change the daily lives of its citizens.

Unfortunately, I received a number of complaints from travellers who were still paying steep roaming bills even after the new legislation came into effect. This was because they were travelling in EU border regions, such as the Greek islands near the Turkish coast. Without them noticing, their mobile phones had connected to networks outside the EU, resulting in soaring bills. Nonetheless, these travellers were still on EU territory.

This legislation applies to everybody, wherever they are within the EU, including the border regions.

1. Is the Commission aware of these problems in border regions?
2. Are there any measures the Commission could take to alert consumers to this problem?
3. Can affected consumers claim compensation if they remained on EU territory?