

**Question for written answer E-001006/2022
to the Commission**

Rule 138

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Subject: Quality and compatibility standards for roaming customers where the technical conditions are identical

Building on the outcome of a public consultation, the Commission proposed a new roaming regulation on 24 February 2021 aimed at extending the rules for another 10 years and further enhancing its benefits for the general public. The new regulation is set to come into force on 1 July 2022¹. Since network availability throughout the EU varies, the same mobile network speed may not always be available. However, the new rules aim to ensure that when similar quality or speeds are available in the visited network, the domestic operator should provide a roaming service of the same quality. In other words, if a consumer has access to 5G connectivity at home, he or she should not have 4G connectivity while roaming if 5G is available at the visited location.

1. What are the main legal instruments that consumers, both individuals and legal persons, will be able to use to obtain compensation if telecom operators do not respect the quality of service offered in different Member States, where the technical conditions are identical (e.g. the customer has 5G at home, but is provided with a 3G or 4G connection in another small state where the partner telecom operator's infrastructure allows for a 5G connection)?
2. How will the Commission ensure that telecom operators operating in the Member States ensure the same quality and compatibility standards for their roaming customers where the technical conditions are identical?

¹ https://ec.europa.eu/commission/presscorner/detail/en/QANDA_21_654