

ORAL QUESTION H-0043/08
for Question Time at the part-session in February 2008
pursuant to Rule 109 of the Rules of Procedure
by Lambert van Nistelrooij
to the Commission

Subject: Telecommunications - inadvertent roaming

When the 'Eurotariff' for making and receiving calls by mobile phone abroad (Article 7(3) of Regulation (EC) No 717/2007¹) entered into force, the Commission said that it would also strictly monitor agreements between service-providers concerning the costs incurred by people living in border regions. The first report of the European Regulators' Group (ERG), which was published on 17 January 2008, now states that operators do not regard this as a major problem because relatively few consumers are involved. Moreover, it is possible for most providers to cancel charges arising from 'inadvertent' roaming as a sign of good will. However, we learn from an inquiry to the Association of European Border Regions (AEBR) that many residents of border areas are still receiving excessively large bills. Technically, it is possible to prevent inadvertent roaming by means of location using triangulation and by means of traffic steering. It should also be possible to inform consumers that inadvertent roaming can be prevented by switching off the 'automatic network selection' option in their telephone.

Does the Commission consider that the goodwill policy of operators, referred to in the ERG report, is sufficient? What does the Commission think of the idea of requiring providers to inform consumers about this and also to take measures at source to definitively put an end to the annoying phenomenon of inadvertent roaming?

Tabled: 29.01.2008
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¹ OJ L 171, 29.6.2007, p. 32.