

**Question for written answer P-004351/2014
to the Commission**
Rule 117
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Subject: Fraud carried out with parallel SIM card switching

Many cases of parallel switching between mobile network operators in Europe and non-EU countries have come to light. The most recent example was a phone call made in Spain from an Austrian mobile to premium-rate numbers. This leads one to suspect that organised fraud is taking place.

1. This kind of fraud operates in a similar way to credit card fraud. Does the Commission intend to take measures which will protect consumers with a fraud ceiling for unauthorised phone calls, as with the Payment Services Directive?
2. What consumer protection measures and requirements concerning lost or stolen mobiles are in place for service providers?
3. Is the Commission planning to take measures or introduce protection mechanisms in conjunction with the Body of European Regulators for Electronic Communications (BEREC) and the International Telecommunication Union (ITU) in order to protect consumers and operators from such instances?
4. Is the Commission also planning to take steps to protect operators from unjustified fees when international calls are made when roaming? Who has to pay when there are instances of fraud such as those described above?