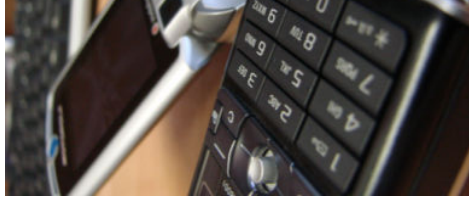


Labour Euro MPs Consumer Guide: New mobile phone roaming charges



Mobile operators have been charging consumers up to 5 times the real cost of making or receiving a call in another EU country. As a result of these rip-off charges we, as Labour Euro MPs, have been campaigning since 2005 to cut costs for mobile phone users when travelling or on holiday in Europe.

After a two year campaign we have won the day in persuading the European Parliament to back our plan to reduce costs for consumer. Our demands to cut prices and give people information about the charges they face have been supported by a majority of Euro MPs.

For more information about the work of Labour MEPs, contact:

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Q: How much will it cost to make a call?

The law introduces a new European Consumer Protection Tariff – The Euro Tariff. Costs will be reduced annually over a three year period and to protect the consumer. The operator will not be able to charge more than the following rates:

Maximum cost of making a call per minute from another EU country:

Year 1	0.49 eurocents (c.GBP 0.33p)
Year 2	0.46 eurocents (c.GBP 0.31p)
Year 3	0.43 eurocents (c.GBP 0.29p)

Q: How much will it cost to receive a call?

Maximum cost of receiving a call per minute from another EU country:

Year 1	0.24 eurocents (c.GBP 0.16p)
Year 2	0.22 eurocents (c.GBP 0.15p)
Year 3	0.19 eurocents (c.GBP 0.12p)

Q: How will I know exactly what I am paying per minute to make and receive calls when in another EU country?

Under the new rules once you arrive in another EU member state you will automatically receive a text message telling you how much you will be paying per minute to make and receive calls in that country.

Q: How do I find out about the Euro Tariff?

Under this law your mobile operator will have to inform you about the deals on offer within one month of the law coming into place. You may choose to take the Euro Tariff but you still have the right to negotiate a different scheme with your operator. Unless you have actively opted for another scheme all users on standard contracts or pre-pay will automatically be put on the new Euro Tariff 3 months after the law comes into place.

Q: How do I qualify for the cheaper prices?

If you have a standard mobile contract or are a pre-pay user **you will be automatically put on the Euro Tariff** 3 months after the law comes into place.

Q: What if I already have a special European roaming deal with my operator?

Your operator should inform you about the new Euro Tariff within one month of it becoming law. If you have a better deal you will stay on your current deal and not be automatically covered by the Euro Tariff.

Q: Will it be cheaper to text from Europe, or to use data services on my mobile when roaming?

Texting or data charges **will not be covered**. These charges continue to be too high and we are putting the industry under pressure to reduce these costs. If they don't we will extend the law to cover texting and data services. We have asked the European Commission to undertake a study on the excessive costs of texting and data services.

Q: Will I benefit from these new rates this summer?

The law requires the rates to be in place in 3 months time. So you should benefit by August, but contact your operator to see if they are prepared to offer you the deal if you are going on holiday or travelling in June or July.

Q: For how long will the law be in place?

The law will be in place for 3 years to force operators to compete and give consumers better European roaming deals and prices. Labour Euro MPs will continue to demand big and sustained reductions in roaming prices. We will continue to work with consumer groups to monitor this and if there is any return to rip-off prices we will be arguing for the law to be kept in place to protect consumers.