

# EU Roaming Regulation changes

## April 30<sup>th</sup> 2016

### European Union Roaming regulation changes from 30<sup>th</sup> April 2016

Following, and in-line with, the declaration by the European Parliament in October 2015. BT One Phone will begin to phase out European Union roaming charges until they are fully removed in June 2017.

This Information Note details the changes that will happen from 30<sup>th</sup> April 2016 until June 2017.

#### Roam like home

*“From June 2017 Europeans will pay the same price to use their mobile devices when travelling in the EU as they do at home” (Andrius Ansip – Commission Vice-President for the Digital single market)*

This is fundamentally what has been directed by the European Parliament. Between 30<sup>th</sup> April 2016 and June 2017 the basic premise of ‘Roam like Home’ will be enabled within the European Union, with intermediate European Union designated surcharges added to the customer’s roaming bill.

This means BT One Phone customer’s will begin to see their UK allowance(s) decremented when they are Roaming inside the EU. If a customer has used up all their UK allowance they will begin to be charged their normal UK PAYG/Out of bundle or Overage rate while roaming inside the European Union.

In addition, between May 2016 and June 2017 customers will see small surcharges added to their bill during EU Roaming usage. The basic premise of utilising the customer UK allowance, with a small surcharge, is called a regulated tariff. Any other package that is designed specifically for customers to use whilst roaming inside the EU is called an alternative tariff.

For instance, all BT One Phone EU Roaming Extra’s are now designated as alternative tariffs. Customers who take these alternative tariffs MUST be informed of the potential for higher charges by using alternative tariffs and the benefits of using regulated tariffs.

## EU Surcharge rates

The below table details the EU designated surcharge rates that will be added to the UK Allowance charges between 30<sup>th</sup> April 2016 and June 2017. These surcharge rates will be removed in June 2017.

BT One Phone enhancement Number	GB£	Comment
Outgoing Call	3.6p per minute	Charged when calling standard Geographical and Mobile numbers when roaming within the EU. Does not include calls outside the EU or non-standard numbers
Incoming Call	0.8p per minute	Charged when the User receives a call while `Roaming` inside the EU
Outgoing TEXT	1p per TEXT	Charged when sending a single TEXT to any Mobile number when roaming within the EU. Does not include TEXT messages to numbers outside the EU
Data Usage	3.6p per MB	Charged when using data while roaming inside the EU

## Roaming Data Cap

In line with the EU Regulation changes we are also updating the EU Roaming data capping rules. From 1<sup>st</sup> May 2016, purchasing any Roaming Data Extra will no longer automatically remove the EU regulated data cap that will be left in place. Customers must manually remove the data cap on individual subscriptions from the BT One Phone Self-Care portal or by calling BT One Phone customer services.

Existing Subscription capping will NOT be changed following this change. If a subscriber Cap is currently active, it will remain active. If it has been disabled, it will remain disabled.

For further information, please give us a call on +44 1923 723330 or email us at [care.btonephone@BT.com](mailto:care.btonephone@BT.com)