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EU Member States inexplicably ignore calls for end to expensive intra-EU calls for consumers

National governments have shunned the strong case for banning surcharges on intra-EU communications (calls, text messages and data usage), which are the charges that telecom operators can apply when you call or text somebody living in another EU country from your home country.

Intra-EU communications surcharges are [capped](#) under EU law since 2019 (the cap for call surcharges is €0.19/minute exc. VAT) and are urgently due for renewal before May 2024. Such charges are disproportionate to the actual costs for operators and are confusing for consumers, given the existing ban on roaming charges [1] and how prohibitively expensive they make calling another EU country.

The European Parliament has proposed a ban on these surcharges in the Gigabit Infrastructure Act legislative proposal, also to ensure that EU rules on intra-EU communications can be renewed before May 2024. Today, however, national governments have ignored calls to renew these rules and introduce a clear ban.

Ursula Pahl, Deputy Director General of the European Consumer Organisation (BEUC), said: "Surcharges for calling another EU country from home are very expensive and a source of consumer confusion and annoyance. We lament that national governments have ignored calls from the European Parliament to ban surcharges in intra-EU communications, because it is long overdue in a Single Market and would be an important signal to show what EU can do for people ahead of next year's EU elections. It's important the Parliament holds its ground in the upcoming negotiations so that consumers no longer have to pay extortionate amounts on their calls inside the single market and have something to cheer ahead of next year's elections."

[1] Roaming charges were banned as of 2017 and refer to calling your home country when you are in another EU country.

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