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### **New EU survey highlights continued expense of roaming**

Following today's publication by the European Commission of its pan-EU household survey on telecoms roaming costs in Europe, Monique Goyens, Director General of The European Consumer Organisation, commented:

"This Eurobarometer proves what consumers have long been saying - phone network roaming charges continue to be excessive. They are serving as a restraining leash on mobile internet usage in the EU. Roaming costs are a telecoms industry throwback to another era without a Single Market and they've long been unjustifiable on that basis.

"Almost 1 in 2 mobile internet users would 'never' use it in another EU country (47%). That's emphatic proof of consumers' restraint and caution being shown when it comes to the secret arithmetic of roaming charges. There are no winners in such a situation. Consumers are not getting the services they use when at home and providers are shooting themselves in the foot with high prices. Only 10% of Europeans would use email in another European country in the same way as at home, while a quarter switch off their device entirely.

"Telecoms represent some of the last remaining market borders in Europe. What networks must realise is that they are self-shackling their own market and consumers. There is a dormant market there, primed to take off if only prices are brought to fair levels. We are hopeful today's proof, combined with a European Parliament vote on the issue next week can copper fasten the deadline of 2015 for the eradication of roaming charges."

European commission [press release](#)  
Eurobarometer [survey](#) (no. 414)

For any further information (EN, FR, DE), please do not hesitate to contact via the details below.

John Phelan  
Tel. +32 (0)2 743 15 97  
Mob. +32 (0) 484 3188 41