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Consumer win: EU allows use of online subscriptions when travelling

Consumers who travel to another EU country will soon be able to use their online subscriptions – for instance their video streaming service – when abroad. This is the result of a deal reached last night between the European Parliament and Member State representatives.

Currently, consumers are often blocked from accessing their paid-for music streaming, video game or video-on-demand services when travelling to another EU country. These new rules will apply to all current and new subscriptions without extra charges or time limits.

Monique Goyens, Director General of The European Consumer Organisation (BEUC), commented:

“This is very good news for EU consumers. Artificial barriers blocking you from using your online video, music or game subscription contradict the very principle of a single market. Today we are getting one step closer to a digital single market that delivers for consumers.

“More and more consumers pay for subscriptions to watch TV series or listen to music online. Now that roaming fees are becoming a thing of the past people will really benefit from their paid-for content when travelling.”

ENDS