

Mr Andrus Ansip, Vice-President  
Mr Günther Oettinger, Commissioner  
European Commission  
Rue de la Loi 200

BE – 1049 Brussels

Ref.: BEUC-X-2016-074/MGO/GBE/rs

13 July 2016

**RE: Consumers need a Single Market for intra-EU telecommunications services**

Dear Vice-President Ansip,  
Dear Commissioner Oettinger,

Intra-EU telecommunications services (cross-border phone calls and SMS) are often too expensive for most consumers, in particular when it comes to mobile services. This represents a major barrier to the completion of a true Digital Single Market that delivers concrete results for EU consumers.

**Now that roaming fees are on course to be abolished, the next necessary step is to put an end to unjustified discrimination in the prices of telecommunications services.** In the Single Market, consumers should not have to worry about whether they are calling or texting someone in their Member State or in a different one. Providers should therefore not discriminate the price of their services on the basis of the origin or destination of the call or text message.

The Impact Assessment of the initial proposal for Regulation 2120/2015<sup>1</sup> found that, considering the convergence of Mobile Termination Rates in the EU, discriminations between the prices that consumers pay for domestic and for intra-EU calls cannot be explained on the basis of real cost differences.

Where there are verifiable costs differences for the provision of a cross-border service, it should be naturally possible for providers to recover these additional costs, and make reasonable profit margins on top. Unfortunately, abusive situations subsist today, as can be seen from the data collected by national consumer organisations in a selection of EU countries shown in Annex 1 to this letter.

Therefore, **we urge you to put an end to unjustified discrimination in the prices of telecommunications services in Europe. The upcoming review of the electronic communications regulatory framework is the best opportunity to do so.** Achieving this objective will be a major success of the EU that can be easily explained to all EU citizens.

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<sup>1</sup> Proposal to establish a Telecoms Single Market 2013/0309(COD), 11 September 2013.

Key Members of the European Parliament from across political groups support our call to eliminate this barrier for the completion of the Digital Single Market for citizens.

We remain at your disposal for any question and to further discussion how to best achieve this objective.

Yours sincerely,

Monique Goyens  
BEUC Director General

**This letter is co-signed by (in alphabetical order):**

- Jan Philipp ALBRECHT, Greens/EFA Group
- José BLANCO LÓPEZ, S&D Group
- Biljana BORZAN, S&D Group
- Dita CHARANZOVÁ, ALDE Group
- Sergio COFFERATI, S&D Group
- Pascal DURAND, Greens/EFA Group
- Evelyne GEBHARDT, S&D Group
- Antanas GUOGA, ALDE Group
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- Patrizia TOIA, S&D Group
- Kathleen VAN BREMPT, S&D Group
- Martina WERNER, S&D Group
- Carlos ZORRINHO, S&D Group

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## **ANNEX**

### **Prices of international mobile services in some EU Member States as collected by national consumer organisations in June 2016**

<b>Member State</b>	<b>Service</b>	<b>Price</b>
Belgium	Calls to EU	65 cents – 1.50€/min
Belgium	SMS to EU	37 – 40 cents/SMS
Bulgaria	Calls to EU	18 – 79 cents/min
Bulgaria	SMS to EU	10 – 11 cents/SMS
Denmark	Calls to Scandinavian countries	40 cents/min
Denmark	Calls to rest of EU	80 cents/min
Finland	Calls to EU	6.9 – 9.9 cents/min
Finland	SMS to EU	6.9 – 29 cents/min
France	Calls to EU	15 – 67 cents/min
Germany	Calls to EU	29 cents – 1.99€/min
Germany	SMS to EU	13 – 29 cents/SMS
Italy	Calls to EU (only call setup)	15 cents
Italy	Calls to EU	50 cents – 1€/min
Italy	SMS to EU	Up to 30.5cents/SMS
Netherlands	Calls to EU	23 – 75 cents/min
Lithuania	Calls to Baltic countries	18 – 37 cents/min
Lithuania	Calls to EU	24 – 83 cents/min
Lithuania	SMS	12 – 29cents/SMS
Poland	Call to EU	12 cents – 1.12€/min
Portugal	Calls to EU	48 – 80 cents/min
Portugal	SMS to EU	28 – 32 cents/SMS
Romania	Calls to EU	2.5 – 54 cents/min
Romania	SMS to EU	14 cents/SMS
Slovenia	Calls to EU	5 - 49 cents/min
Slovenia	SMS to EU	7 – 22 cents/SMS
Spain	Calls to EU (only call setup)	18 – 60 cents
Spain	Calls to EU	36 – 79 cents/min