



Roaming Verordnung

Vorschläge der EK

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Quality of Service (QoS)

- Commission wants to enable a “*genuine RLAH experience*” in terms of the QoS provided when roaming:
 - Roaming providers “shall ensure, when technically feasible” that regulated retail roaming services are provided at the same quality as domestic services.
 - Roaming providers should specify in their end-user contracts “the quality of service that can be reasonably expected” when roaming in the EU
 - Obliging operators to grant access to all technologies at wholesale level when technically feasible



Value added services (VAS)

- **Transparency for roaming customers, roaming providers must:**
 - include information in contracts about the types of services that “may be subject to increased charges when roaming”
 - inform customers by SMS about the possible additional costs of using value-added services while roaming
- **BEREC database**
 - a single EU-wide database of value-added services numbering ranges in each member state by 31 Dec. 2023



Notrufe

- The wholesale roaming reference offer must include all information necessary for the home operator to enable its roaming customers to have:
 - free of charge access to emergency services
 - transmission of caller location information
 - the visited network can not impose wholesale charges for these services
- Roaming providers “shall ensure” that end users are informed about access to emergency services when roaming in the EU:
 - by free SMS by the home operator
 - informing the end user about the European emergency number 112 and alternative means to access emergency services as mandated by the visited member state



Vorleistungsentgelte

	Current wholesale caps	Proposed wholesale caps	
		1 July 2022 – 31 Dec. 2024	1 Jan. 2025 – 30 June 2032
Voice - outgoing	3.20 €cents/min	2.20 €cents/min	1.90 €cents/min
SMS	1 €cents/SMS	0.4 €cents/SMS	0.3 €cents/SMS
Data	€2.50/GB: 1 Jan. until 30 June 2022	€2/GB	€1.5/GB

- After 2025: Delegated act to amend wholesale caps
- Simpler process than amending the regulation itself through co-decision, which would require a compromise between Parliament and the Council



Monitoring

- **Monitoring**
 - Monitoring: Verpflichtungen für NRAs und BEREC vereinfacht und reduziert
 - Abschaffung separate Sale
- **Zuständigkeiten**
 - NRAs sollen weiterhin für Vollzug und Monitoring der Verordnung zuständig sein
 - BEREC für internationale Koordinierung: bei Datenerhebung, internationalen Schlichtungsfällen, Leitlinien



Zusätzliche Wünsche an die Roaming Verordnung

- Roaming auf Kreuzfahrtschiffen oder in Flugzeugen bei automatischen Handover: Cut-Off Limit soll auch hier anwendbar sein
- Kostenbeschränkung/ Cut-off limit: soll von einer opt-in Möglichkeit zu einer Opt-out Anwendung abgeändert werden
- Persönliche Preisinformation: soll einen guten Überblick über potentiell anfallenden Kosten geben und einfach zugänglich sein (Website, App,..)
- Zusätzliche Maßnahmen für MVNOs
 - Um Wettbewerbsfähigkeit dieser zu stärken