



European International Roaming Regulation

EETT published a brochure containing useful instructions and advice on international roaming arising from the European International Roaming Regulation that came into effect on 30th June 2007. The main objective of the Regulation is to ensure reasonable international roaming tariffs for mobile voice calls for European citizens that travel within the member states of the EU and to ensure transparency on the relevant tariffs.

In accordance with the European International Roaming Regulation, mobile network operators are obliged to apply a price-cap on international roaming tariffs for calls made and received within the EU. For example, when a user travels outside Greece to one of the other member states of the EU, he/she will be charged as follows:

- ▶ 0,49 € / per minute (excluding V.A.T.) for making calls to any other country in the EU.
- ▶ 0,24 € / per minute (excluding V.A.T.) for receiving calls.

In addition, mobile network operators are obliged to inform their subscribers, free of charge, through SMS, of the international roaming tariffs when they arrive at a member state of the EU.

Apart from the tariffs specified by the European regulation, mobile network operators may also offer special international roaming packages. In this case, the user may select, depending on the usage of the international roaming service, a specific package or continue to be charged in accordance with the tariffs set by the International Roaming Regulation.

In order for mobile network operators to be in position to offer reduced retail tariffs for international roaming, the Regulation imposes a price-cap on wholesale international roaming tariffs of mobile network operators.

EETT is the national regulator that monitors, supervises and ensures compliance of mobile network operators with the obligations that have

been imposed on them by the European International Roaming Regulation. In addition, in order to contribute to the reexamination of the Regulation, EETT is bound to monitor the trend of the wholesale and retail tariffs for voice calls and data transmission services.

In compliance with the International Roaming Regulation, EETT contributed through the collection of relevant data and the preparation of reports and guidelines regarding the Roaming Regulation, in collaboration with the European Regulators Group (ERG). EETT's objective is to ensure both the implementation of the Regulation with immediate benefits enjoyed for the users, as well as to support the European Commission in its effort to protect the interests of the European citizens.



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60, Kifissias Avenue, GR - 15125 Maroussi, Greece • Tel.: +30 210 615 1000, Fax: +30 210 610 5049

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