

# **REPORT ON EU-WIDE ROAMING SERVICES PROVIDED BY OPERATORS IN SPAIN**

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## SUMMARY

In June 2007, Regulation (EC) No 717/2007 of the European Parliament and of the Council was approved to regulate roaming services within the European Union at both retail and wholesale level. One of the main measures adopted obliged mobile network operators to offer a charge for voice calls subject to price caps; i.e. the *Euro tariff*.

This regulation of international roaming services has remained in effect to date via the approval of successive EU regulations<sup>1</sup>. Regulation (EU) 531/2012 (the "Roaming regulation") set the objective of bringing roaming prices into line with domestic tariffs, a measure known as *Roam like at home* (RLAH). With RLAH, users pay the same rates for voice calls, text messages (SMS) and data services, regardless of whether these are made in their country of residence or any other Member State.

With this purpose in mind, Regulation (EU) 2015/2120 and Regulation (EU) 2017/920 amended sections of the Roaming regulation by introducing measures to ensure the achievement of its objectives, primarily abolishing roaming surcharges as of June 2017.

This report provides a general follow up on the implementation, in recent years, of the EU regulation on international roaming services and evaluates its impact on the Spanish market.

The assessed reference period runs from April 2018 to March 2021. The aggregated data provided by mobile operators indicates that average wholesale tariffs and prices charged to end users for roaming services did not, on average, exceed the price caps established by the EU regulation.

For data services, prices registered in 2021 are not comparable to those from 2007, since the nature of these services has changed considerably, mostly due to technological advances and shifts in consumer habits. Therefore, the historical series used to analyse price trends for this service covers the period from 2014 to 2021.

Lastly, this report also assesses the actual impact of the spread of COVID-19 on the demand for, and frequency of use of, international roaming services.

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<sup>1</sup> Regulation (EC) 544/2009 of the European Parliament and of the Council  
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