



ERG (07) 39

INTERNATIONAL ROAMING REGULATION

ERG GUIDELINES

ERG is publishing today the first instalments of its Guidelines on the application of the Regulation. These deal with the process and timing of offers to customers of various roaming tariff options and the identification of “special” tariffs which customers have already chosen in preference to their provider's standard tariff.

The Guidelines set out a common approach, agreed by all members of ERG, to interpretation of the relevant provisions set out in Articles 4 and 6 of the Regulation.

All Members of the ERG welcome the speedy entering into force of the Regulation, following the recent adoption by Council and Parliament. The role of NRAs, working closely with the European Commission, is to ensure consistent enforcement of the Regulation throughout Europe. We believe these Guidelines will contribute significantly to consistency.

Consumers can look forward to very large price reductions over the coming months, especially through the new Eurotariff. The ERG urges all providers to implement the necessary system changes and make other preparations as quickly as possible so that consumers can benefit from the lower prices at the earliest possible date.

The Guidelines set out the ERG understanding of the obligations placed on providers for contacting their customers and implementing price reductions. Members of ERG are committed to monitoring compliance with those obligations very closely.

Comments on the first release of the Guidelines can be sent to the ERG Secretariat at erg@ec.europa.eu with the wording “Comments Roaming Guidelines” in the message header by 30 July.

July 5 2007