

Freedom of Information: Right to know request

Response

I understand that a mobile service provider won't be allowed to charge any more in an EU country after June 2017 than they would if the phone was used in the UK.
Is this correct, please?

Can you please provide me with any relevant information.

In case it's relevant my service provider is iD and the limits of free use with my existing bundle are 700 mins, 5000 texts and 4GB data. They call the bundle Shockproof and it currently doesn't include overseas use within these limits.

I'm aware of iD's website with overseas charges, but I'm referring to use within the 'free' allowance of the bundle.

iD have said they can't answer this question themselves at the present time.

Response

Thank you for your email. We cannot comment on your personal circumstances, or iD's or other providers' policies (the providers are best-placed to answer those questions directly), you may find the FAQs on the European Commission's Digital Single Market website helpful for guidance regarding 'roaming' after 15 June 2017.

The FAQs can be found here - they were published on 11 May this year, so are very up-to-date:
<https://ec.europa.eu/digital-single-market/en/content/frequently-asked-questions-roam-home>

Kind regards,
Jenny

Information Requests
Ofcom

From: NTL-Virgin [mailto:robert.archer50@ntlworld.com]
Sent: 19 May 2017 10:16
To: Information Requests <Information.Requests@ofcom.org.uk>
Subject: EXTERNAL: Roaming charges in EU countries after June 2017

Timing

If you wish to exercise your right to an internal review you should contact us within two months of the date of this letter. There is no statutory deadline for undertaking internal reviews and it will depend upon the complexity of the case. However, we aim to conclude all such reviews within 20 working days, and up to 40 working days in exceptional cases. We will keep you informed of the progress of any such review. If you wish to request an internal review, you should contact:

Steve Gettings
The Secretary to the Corporation
Ofcom
Riverside House
2a Southwark Bridge Road
London SE1 9HA

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF