



Press release

Bonn, 15 May 2019

Price caps on international calls and SMS within the EU

From today, price caps apply to calls and SMS within the EU. German customers must not pay more than 19 cents (plus VAT) per minute for calls and 6 cents (plus VAT) per SMS. The rules apply to usage-based tariffs in mobile and fixed networks.

Tariffs with inclusive allowances

It is important to note that the price caps do not apply if tariffs include a certain allowance, for instance 60 minutes for 5 euros. The price caps are only applicable once the allowance is exceeded (ie in the above example from the 61st minute onwards) and if consumption-based charges apply.

Alternative tariffs

In addition to the regulated tariffs, providers may continue to offer tariffs with prices higher than the cap levels, for instance tariffs that also include calls and SMS to non-EU countries (eg Switzerland).

Consumers on such alternative tariffs must from 15 May 2019 confirm that they want to keep their current tariff, otherwise they will be switched automatically to the regulated tariff after a two-month transitional period on 15 July 2019.

Exceptions on application

Providers can generally apply for permission to charge prices higher than the caps. Providers whose business model could be undermined by the price caps can apply to the Bundesnetzagentur for permission to charge higher prices.

The Bundesnetzagentur may, after examination of the request, grant an exception for an initial period of one year for prices above the regulated price caps that are suitable to ensure the sustainability of the provider's domestic business model. This may result in higher prices for the consumers concerned. To date, no providers have put in an application to the Bundesnetzagentur.

Bundesnetzagentur
Tulpenfeld 4
53113 Bonn

[bundesnetzagentur.de](https://www.bundesnetzagentur.de)
twitter.com/bnetza

Press contact person:

Fiete Wulff
Head of Press and Public
Relations

Tel. +49 228 14 - 9921
pressestelle@bnetza.de



Bonn, 15 May 2019

The Bundesnetzagentur is an authority under the responsibility of the Federal Ministry for Economic Affairs and Energy. Its core tasks include supervising the energy, telecommunications, postal and railway markets.

As part of its mandate, the Bundesnetzagentur ensures that as many undertakings as possible can use the infrastructure in these sectors so that consumers benefit from competition and favourable prices.

The authority employs over 2,900 people at its headquarters in Bonn and Mainz and its 46 regional offices.