

## EU/WB Roaming Declaration

Supported by the institutions of the European Union and the Western Balkans, we, the telecommunications operators in the European Union and in the Western Balkans (hereinafter referred to as “the signatories” or “the signatory” whenever referring to one individual telecommunications operator), declare the following:

### **Our Mission: supporting mobility & simplifying connectivity through state-of-the-art infrastructure**

- The European Union (EU) has been supporting political, economic, and social integration of the economies of the Western Balkans for many years. The increased mobility between the economies of the Western Balkans, as well as between the EU and the Western Balkans, is a crucial driver of such integration.
- The borders within the Western Balkans region and between the Western Balkans and the EU member states have been losing their relevance. At the same time, the importance of cross-border cooperation and projects in the field of digital transformation has been increasing, which is, inter alia, recognised by the Western Balkans Digital Summits.
- Building on the success of the Roam Like at Home regimes in both the EU and the Western Balkans region, the signatories of this Declaration seek to find a coordinated approach in the short- to mid-term, involving efforts on both sides, to contribute to effective and relevant offers for the consumers travelling between the EU and Western Balkans.
- In view of the above, the signatories of this Declaration are dedicated, individually and independently, to contribute to strengthening Western Balkans cross-border mobility as well as to improving and simplifying the connectivity of citizens and businesses of the EU and Western Balkans in order for them to be able to participate in today’s economy and society.

### **Our Commitment: citizens and businesses should benefit from significantly lower data roaming fees**

- In this sense, the signatories of this Declaration will consider gradually introducing the tariff plans and options to reduce data roaming retail surcharges between the EU and Western Balkan economies, in both directions, which should benefit citizens and businesses in the Western Balkans and EU member states.
- The first step has already been taken in recent years with the gradual reduction and subsequent elimination of roaming surcharges between the Western Balkan economies, leading to the introduction of Roam like at Home in the region.

### **Reduction of roaming fees starting in 2023**

## EU/WB Roaming Declaration

- The signatories of this Declaration acknowledge the efforts of EU institutions, Regional Cooperation Council (RCC) and Governments of the Western Balkan economies and would encourage policy-makers to expedite implementation of policy reforms, which are in line with the conclusions of the Western Balkans Digital Summit 2022 held in Pristina, with the aim of creating a Common Regional Market of the Western Balkans and a more conducive business environment. Western Balkan economies should implement these policy reforms no later than the end of 2023.
- The signatories of this Declaration intend to introduce the following measures starting from 1 October 2023:
  1. Every telecommunications operator will consider introducing retail rate plans and options with lower charges exclusively for data roaming for their users roaming in other networks.
  2. A glide path for an upper retail price limit will be unanimously agreed between the signatories of this Declaration and will be announced by 1 May 2023 at the latest. The first significant reduction of data roaming prices will take an effect as of 1 October 2023, with a starting price per gigabyte for the purchased amount of data volume in line with the glide path referred to in this paragraph in compliance with the applicable competition regulations.
  3. In order to fully endorse the initiative and maximise its positive impacts on the citizens and businesses, the following additional measures should be implemented by each telecommunications operator:
    - Each signatory of this Declaration will have to enter into commercial negotiations aiming to reach an agreement with every other signatory of this Declaration without discrimination.
    - Every signatory of this Declaration is free to decide on the models through which the reductions at the retail level are to be implemented in practice, e.g., via discounts, special options, packages, bundles, or new or updated tariff plans, etc.
    - Each signatory of this Declaration should make the aforementioned models available for purchase to the widest number of end-users without impediments and/or conditions related to other home tariff plans/ options/discounts/ bundles/packages, etc.
  4. Simultaneously, the co-signing telecommunications operators will strive to further improve customer experience by ensuring transparency to the widest extent possible.

# EU/WB Roaming Declaration

4. Simultaneously, the co-signing telecommunications operators will strive to further improve customer experience by ensuring transparency to the widest extent possible.

## Regular Review

- The telecommunications operators co-signing this Declaration will review all the commitments mentioned above regularly every year.
- The first review will take place in October 2024.
- Other telecommunications operators are invited to sign this Declaration and join the initiative anytime.

Tirana, 06 December 2022



---

4iG  
Ivanovski Ivo  
Digitally signed by Ivanovski Ivo  
Date: 2022.12.05 13:21:23 +01'00'

  

A1 Telekom Austria A1 Srbija d.o.o A1 Makedonija DOEL  
Group

---

BH Telecom Joint Stock Company, Sarajevo  
 

---

Deutsche Telekom Group  


---

Kosovo Telecom  


---

Orange Group  


---

Telekom Srbija Group  


---

Yettel d.o.o. Beograd, Srbija