



Roam Like At Home: abolition of roaming charges in the European Union as of 12 June 2017

Frequently Asked Questions

What is Roam Like At Home (RoLAH)?

RoLAH means that your national mobile rate plans, options and bundles will also be applicable in other EU countries, and that all roaming options will be abolished in the EU. This applies to all your mobile communications (call minutes, data and SMS) from the 27 other EU countries as well as Iceland, Norway and Liechtenstein to those same countries and Belgium.

NB: technically, roaming in the EU will continue to exist and will appear on your bill under the "roaming" section.

What's the difference between roaming and international calls?

Mobile traffic	International calls	Roaming within EU	Outside EU
Belgium => France	International tariff	-	-
Switzerland => Belgium	-	-	Roaming to be paid
France => France	-	Included in national tariff	-
France => Belgium	-	Included in national tariff	-
France => Netherlands	-	Included in national tariff	-
France => Switzerland	-	-	Local international call to be paid
France => United States	-	-	Local international call to be paid

Does RoLAH apply to machine-to-machine communications?

Machine-to-machine rates form part of RoLAH and are therefore applicable in Belgium and the EU.

Does RoLAH apply to premium calls and special numbers (e.g. 0800 numbers)?

For calls to premium numbers, you pay the national standard price. No extra costs will be charged. NB: the price depends on the premium number and may therefore differ.

Does RoLAH apply to MMS?

MMS communications form part of RoLAH and are billed in the same way as national MMS.

Does RoLAH apply to international calls?

International calls are calls from Belgium to a foreign country. International calls are not regulated and do not fall under RoLAH.

In which countries does RoLAH apply?

Aland Islands (Finland), Austria, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, French Guyana, Germany, Gibraltar, Greece, Guadeloupe (French Antilles), Hungary, Iceland, Ireland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Martinique (French Antilles), Mayotte, Netherlands, Norway, Poland, Portugal, Romania, Saint-Barthélemy (French Antilles), Saint-Martin (French Antilles), Slovakia, Slovenia, Spain, Sweden, and the United Kingdom (*).

(*) With regard to Brexit: the United Kingdom is currently still part of the EU.

NOT applicable in: Switzerland, Andorra, Monaco, San Marino and the Vatican City. Choose a suitable rate plan for more affordable calling, texting and surfing in these countries. More information about our rate plans can be found [here](#).

To which rate plans does RoLAH apply?

RoLAH applies to all Proximus rate plans.

Will the different roaming zones change?

No, the roaming zones will not change. You can consult the roaming zones [here](#).

Will certain countries change roaming zone?

No, there will be no changes. You can consult the roaming zones [here](#).

As of when will RoLAH apply?

RoLAH will automatically apply to all Proximus customers as of 12 June 2017.

What will be the impact on the network?

From 12 June 2017, you will see the following changes on your bill:

- EU traffic will be included in the national discounts
- EU traffic will be included in the national bundles
- EU traffic will be removed from the roaming discounts
- EU traffic will be removed from the roaming bundles

A number of rate plans and options will change names. For example: Travel Passport EU & Top will become Travel Passport Top. The new name will appear on your bill as of 12 June.

What happens if you go over your data limit?

In Belgium:

- The connection speed will be reduced (throttled):
 - if you exceed your national data bundle in Belgium. In that case, you can continue to surf at normal speed in the EU, Top Destinations, Rest of the World and Exception Zone. The connection will be blocked (capped) when you have reached the surfing limit of €49.59 (excl. VAT).
- The connection will be blocked (capped):
 - if you don't have a data bundle (pay as you use);
 - if you have reached the surfing limit of €49.59 (excl. VAT) in Belgium. In that case, you can continue surfing in the EU, Top Destinations, Rest of the World and Exception Zone until you have reached the surfing limit of €49.59 (excl. VAT).

Abroad:

- Your roaming connection will be blocked (capped):
 - Your connection will be blocked when you reach the surfing limit of €49.59 (excl. VAT) abroad (roaming).
 - You can still surf in Belgium.
 - You can still surf in a specific zone, provided you still have volume in your data bundle for that zone.
For example: you have a data roaming bundle for the Top Destinations and you go to a zone in the Rest of the World, where your connection is blocked. In that case, you can still surf when you return to a country of the Top Destinations provided your data bundle for Top Destinations has not been used up. You will not be able to surf outside the bundle, however, given that the limit has already been reached.

What happens with existing roaming options and blocks on roaming?

All roaming options and blocks on roaming which were applicable before 12 June 2017 will continue to apply.

Want to change something? Contact your Account Manager or our customer service.

What about CUG?

CUG (= IntraGroup) is an option in which numbers of the same group (Group ID) can call and text each other at a cheaper rate.

Cheaper doesn't necessarily mean free. The price of CUG calls and texts depends on the price plan. In some cases, this can be free.

CUG includes:

- Mobile to mobile calls, provided that the mobile numbers are included in the group.
- Mobile to fixed calls, provided that the fixed numbers are included in the group.
- Texts between mobile numbers, provided that the mobile numbers are included in the group.

CUG is applicable in the EU just like in Belgium. CUG numbers are always Proximus numbers located in the EU. Outside the EU, the national CUG price does NOT apply.

Any questions?

Contact your Account Manager or our customer service.