

Dear Mr Rosenberg,

Thank you for your query.

First of all, we would like to draw your attention to the responsibilities and role of BEREC. The Body of European Regulators for Electronic Communications (BEREC) contributes to the development and better functioning of the internal market for electronic communications networks and services. It does so, by aiming to ensure a consistent application of the EU regulatory framework and by aiming to promote an effective internal market in the telecoms sector, in order to bring even greater benefits to consumers and businesses alike. BEREC is not a legislative body. It assists the European Commission and the national regulatory authorities (NRAs) in implementing the EU regulatory framework for electronic communications. It provides advice on request and on its own initiative to the European institutions and complements at European level the regulatory tasks performed at national level by the NRAs.

Secondly, we would like to mention that BEREC Office is providing professional and administrative support services to BEREC by collecting and exchanging information in relation to all BEREC tasks, disseminating regulatory best practices among NRAs, assisting the Chair in the preparation of the work of the Board of Regulators, setting up Expert Working Groups upon request of the Board of Regulators and providing them with the support need in order to ensure their smooth functioning.

In your recent query for info you are mentioning that you have already contacted the French national regulatory authority ARCEP. We believe that you shall receive an answer from them within the established period for replying to the public queries. However, in case you should require more information on how to report your issues or, you consider filing a complaint, we suggest you to consult ARCEP website <https://www.arcep.fr/index.php?id=consommateurs>

Regarding the practices in other EU member states, we would like to advise you that BEREC is currently working on the **BEREC Report on Transparency and Comparability of International Roaming Tariffs** which will be published on our website by the end of this year. The report will provide an overview of the information provided to the end-users by operators in different member states and issues reported / complaints received by the national regulatory authorities.

In case you are interested in BEREC contribution to the current Roaming Regulation and its application, we would like to invite you to consult our website, where you can find the publicly available documents by following the link

[http://www.berec.europa.eu/eng/document\\_register/welcome/](http://www.berec.europa.eu/eng/document_register/welcome/)

In particular, the following documents could be of your interest:

**BoR (16) 167 “BEREC input to the European Commission Implementing Act on fair use policy and sustainability of the abolition of retail roaming surcharges”** published on 13 October 2016.

**BoR (17) 57 “BEREC Guidelines on Regulation (EU) No 531/2012, as amended by Regulation (EU) 2015/2120 and Commission Implementing Regulation (EU) 2016/2286 (Retail Roaming Guidelines)”** published on 28 March 2017.

Kind regards,

(e-signed)

Laszlo Igneczi

Administrative Manager

**BEREC Office**

