European Commission

#DSM

Digital Single Market

New EU telecom rules: boosting connectivity and better protecting users

The need for faster connections across borders is constantly on the rise. The current EU telecom rules do not correspond anymore to the daily needs of the EU's digital economy and society. The new EU telecom rules – the European Electronic Communications Code – will change the way we live, work and travel. It will pave the way to the next generation of networks – 5G. The new rules must be applied by EU Member States by 21 December 2020.

THANKS TO THE EUROPEAN ELECTRONIC COMMUNICATIONS CODE, EU CITIZENS AND BUSINESSES STAND TO BENEFIT FROM A HOST OF NEW SERVICES

- Factories of the future working with interconnected machines, robots, automated processes, goods, remote workers in real time
- Doctors operating remotely or closely monitoring patients at home
- Cities turning to intelligent energy consumption
- Connected cars driving on European roads

The updated rules will lead to a boost in very high capacity networks across the EU

They will also stimulate competition and strengthen the internal market

Consumer rights are reinforced

KEY DELIVERABLES OF THE TELECOM RULES FOR CITIZENS:

- Introduction of a cap on international calls within the EU, already in place since 15 May 2019:
  - calls - 19 cents per minute (+VAT)
  - SMS message - 6 cents (+VAT).
- Provision of access to affordable communications services, including access to

  eGovernment | Online Banking | Video Calls
- Requirement for clear contract information: introduction of a contract summary template which will allow easy comparison of different offers of different service providers;
- Obligation of clarity on tariffs, as well as an obligation of access to at least one independent comparison tool free of charge
- Facilitation of any change in service provider, whilst keeping the same phone number;
- Provision for consumers to terminate the contract immediately if the conditions have been changed, with possibility to keep the number one month after terminating the contract;
- Requirement for operators to give equivalent access to communication services for end-users with disabilities;
- Provision for more accurate caller location in emergency situations when phoning European emergency number 112, imposing both network-based and handset-based location (when the call is placed from a mobile phone).

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Updated 11 September 2019

KEY DELIVERABLES OF THE TELECOM RULES FOR BUSINESSES:

The new rules will:

- Pave the way to the deployment of 5G networks, with:
  - Availability of radio spectrum for 5G by end of 2020 in the EU;
  - spectrum licensing periods of 20 years to ensure return on investments for network operators;
  - better coordination of radio spectrum assignments, so that investment in 5G networks can happen in different Member States at the same time.

- Facilitate the roll-out of new, very high capacity fixed networks, with:
  - Focus on infrastructure competition and return on investment in new networks;
  - rules for co-investment that will be more predictable and promote risk sharing in the deployment of very high capacity networks;
  - specific rules for wholesale-only operators with significant market power.

- Ensure equality of treatment of all players in the telecom services sector, whether traditional or web-based, by clarifying the definition of electronic communication services.

The European Electronic Communication Code is crucial to achieving Europe's Gigabit society and ensuring full participation of all EU citizens in the digital economy.

The updated rules will facilitate the rollout of 5G in Europe. The **deployment of 5G** is expected to generate €213 billion in revenues worldwide in 2025 and could lead to €113 billion in benefits per year across these sectors:

automotive

health

transport

energy

WITH BETTER CONNECTIVITY, WHAT WE WILL BE ABLE TO DO IN 2025?

Time to download a	2017 typical European legacy networks 20 Mbps	2025 Fiber to the home networks 0.4 Gbps
CT Scan	14 minutes	40 seconds
Top smartphone storage	3.6 hours	102 seconds
4K movie	11 hours	33 minutes
Medium size corporate server restore	28 days	33 hours
Human genome	33 days	39 hours