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To comply with EU regulations BT have introduced the following changes that impact mobile usage and associated charges when travelling within the EU (excluding the UK).

## 1) A welcome SMS will be sent to all customers within the EU

This will notify customers of the EU charges that will be incurred when:

- making or receiving voice calls
- sending or receiving texts (SMS)
- sending or receiving picture messages (MMS)
- sending or receiving data (mobile internet)

## 2) Price reduction introduced for roamed calls and SMS originating and terminating within the EU.

Please refer to the [international pricing page](#) for the latest EU specific pricing.

## 3) A data roaming spending cap of 50 euro (£41.28) a month (excluding VAT)

Using a phone or mobile broadband dongle to access mobile internet within the EU may be subject to a 50 euro limit within each monthly billing period.\*

To help manage this data cap we will send notification texts (SMS) to customers to advise them when they have reached the 50%, 80% and 100% threshold of this €50 euro cap. Once the €50 euro limit is reached data usage will be suspended and customers will be advised of this through a final text (SMS) notification.

Mobile broadband customers will receive the notifications via dashboard pop ups and may have to download additional software to receive these notifications (please refer to the section below).

\*Please note the data roaming spending cap and SMS notifications service is not automatically applied to all accounts (e.g. corporate managed customers & customers on special tariff arrangements for roaming (including Blackberry Internet Service)). These customers will not have a €50 euro cap in place by default and will not receive text messages advising them of data roaming spend. Customers who have not been automatically included can choose to opt into this service at any time, with the exception of customers on Blackberry tariffs who cannot opt in. It is the customer's responsibility to manage mobile spend on their account.

If you are a BT customer and you wish to either:

- opt out of or into the data cap (excluding Blackberry Internet Service).
- have the data cap applied or removed on a subscription
- find out if the data cap is automatically applicable to your account
- find out more on EU pricing

Please contact BT customer services on +44 1277 263 814 (free from a BT Mobile). Please note if you opt into or out of this service, it will not be automatically applied.

**Mobile Broadband Customers:** To receive the notifications when you are roaming in the EU which remind you of the charges that come in to effect on 1st July, please download the latest version of the BT Access Manager software (Version 85 and above). We recommend you do this when you are in the UK over a Broadband connection. You can download the BT Access Manager software from [www.bt.com/btam](http://www.bt.com/btam).

If you downloaded BT Access Manager prior to 8th July 2009, when you connect using BT Access Manager over a Broadband connection, you may be prompted to upgrade to the latest software version. Please follow the instructions and your software will be upgraded to allow you to receive these alerts in the future.



If you have added a text message bar to your handset or you have restrictions on your PC you will not receive the notifications.

## Notes

1) SMS notifications sent to advise customers of EU data roaming usage are separate from the overall usage alert notifications that are sent to advise customers on the overall level of spend on a mobile connection. Please visit the 'usage information' page for more information on these

2) The applicable exchange rate supporting the data roaming cap implementation is €1 = £0.8257

3) If you have added a text message bar to your device or you have restrictions on your PC you will not receive the notifications.

## Which EU countries are affected by these changes?

There are 28 EU Member States:

Austria	Germany	Poland
Belgium	Greece	Portugal
Bulgaria	Hungary	Romania
Croatia	Ireland	Slovakia
Cyprus	Italy	Slovenia
Czech Republic	Latvia	Spain
Denmark	Lithuania	Sweden
Estonia	Luxembourg	UK
Finland	Malta	
France	Netherlands	

EU Regulations will be also adopted in the following associated countries:

Andorra, Azores/Madeira (part of Portugal), Canary Islands / Ceuta / Melilla (part of Spain), Gibraltar (part of UK), Iceland, Liechtenstein, Monaco, Norway, San Marino, Switzerland and Vatican City.

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For Frequently Asked Questions, please visit [FAQs](#)