

Intra-EU communications FAQs

What is international calling or international SMS?

When calling either from your landline or from your mobile or sending an SMS from Malta (using a Maltese number) to any other number in the world, it is referred to as international calling or international SMS.

What are intra-EU communications?

Intra-EU communications refer to fixed or mobile calls and SMSs sent from your Maltese telephony subscription to any other country in the European Economic Area (EEA), which includes all the member states of the European Union (EU), plus Iceland, Liechtenstein and Norway.

EU Member States					
Austria	Czech Republic	Germany	Latvia	Portugal	Sweden
Belgium	Denmark	Greece	Lithuania	Romania	United Kingdom
Bulgaria	Estonia	Hungary	Luxembourg	Slovakia	
Croatia	Finland	Ireland	Netherlands	Slovenia	
Cyprus	France	Italy	Poland	Spain	

EEA countries		
Iceland	Liechtenstein	Norway

Does intra-EU communications include calls and SMSs made whilst travelling within an EU country to another EU number?

No. For instance, if you are travelling in Greece and you call an Italian number, you will be using international roaming services and not intra-EU communications services. In this case, Regulation (EU) 531/2012 on roaming services and the Implementing Regulation (EU) 2016/2286 establishing the fair use policy will apply. For further information on such regulations visit the Roaming [FAQs](#) section available on MCA website.

What does the intra-EU communications regulation outline?

As from the 15th of May 2019, intra-EU communications for calls and SMS will be capped so as to ensure that you do not pay excessive prices. The following table shows the maximum charges that your telephony service provider can charge you for fixed and mobile calls and SMSs sent from Malta (using a Maltese number) to any other EEA country.

	Maximum charges excluding taxes	Maximum charges including taxes
Calls made from a landline	€0.19 per minute	€0.22c4 per minute
Calls made from a mobile	€0.19 per minute	€0.23c3 per minute
SMS	€0.06 per SMS	€0.07c4 per SMS

Note: This regulation applies to consumers only. Therefore, if you are a business customer, this regulation may not apply.

Which types of tariffs are within the scope of the intra-EU communications regulation?

Those tariffs which are charged wholly or partly based on actual consumption are within the scope of this regulation. For example a charge of €0.22c4 per minute is applied when you call from a landline to another number of an EU/EEA country.

In case you are subscribed to an unlimited tariff which includes a bundle of fixed volume allowance for intra-EU communications services, a per-unit charge is typically not applicable and therefore is out of the scope of this Regulation. For example when you are subscribed to a bundle of 100 minutes for calls/SMS for intra-EU services.

How can I start benefitting from the regulated intra-EU communications?

Unless you deliberately choose an alternative tariff for international communications, as of the 15th of May 2019, you do not need to do anything as you will automatically benefit from the regulated intra-EU communications services regulation.

Note: You may switch to or from the regulated intra-EU communications tariff at any time free of charge, within one working day.

What are alternative tariffs?

In addition to the regulated intra-EU communications tariff, your service provider may offer alternative tariffs covering non-EEA countries and intra-EU communications services, where the prices of intra-EU communications may exceed the caps as outlined above. An example of such alternative tariffs could include a charge of €0.30/minute for both intra-EU calls and calls made towards non-EEA countries. Consumers can deliberately choose such a tariff option.

Where can I find further information on the intra-EU communications regulation?

You can contact our offices on 21336840 or send us an email on customer@mcacare.org.mt and we would be more than willing to help you. Further information is also available on the BEREC [website](#).