



HOW DOES RESEARCH HELP IN DESIGNING BETTER POLICIES?

EU ROAMING THE CROWN JEWEL OF THE DIGITAL SINGLE MARKET

HOW THE REVISION OF EU ROAMING REGULATION WAS SUPPORTED BY THE JRC THROUGH SCIENTIFIC EVIDENCE AND THE PEOPLE WHO MADE IT POSSIBLE

Since 2017, EU Roaming has already saved citizens 2 billion euro on roaming.

A combination of scientific studies based on market data analysis and technical assessment of EU Roaming performance in real life networks over two years provided invaluable insight in the performance of **Roam Like at Home policy**. This is the story of how two teams of EU scientists from the Joint Research Centre helped the Directorate-General for Communications Networks, Content and Technology (DG CNECT) in the revision of Roaming Regulation.

DO WE KNOW HOW WELL RLAH IS WORKING FOR EU CUSTOMERS?

The Roam-like-at-Home (RLAH) came into force through the EU Roaming Regulation on the 15th of June 2017. European citizens now pay no surcharges for using their mobile phone while travelling around Europe! But what about the quality of service in roaming? How did the EU Roaming Market react to the regulation?

1

2017
June

Since June 2017, thanks to **Roam Like at Home roaming data volumes have increased 17-fold. EU Roaming costs no more than the domestic rate to citizens!**

1

THE JRC AND THE RLAH

The RLAH let two very different teams working together. The team of Pravir Chawdhry is made up of experts in the technological aspects of mobile communications, while Giulia Canzian's team is composed of policy evaluation experts. Their support enabled DG CNECT to come up with an important evidence based policy proposal!

JRC STUDIES BACKED UP BY FIELD EVIDENCE

To answer these questions, two JRC teams of experts – one on economics and another on wireless communications - decided to assess the performance of roaming through market data analysis and real-life user experience.

2

2017
June

JRC's **netBravo app helps to measure the quality of mobile and broadband connections as experienced by users anywhere in the world.**

2

THE DIFFICULTIES OF BUILDING DATABASES...

To perform market data analysis, mobile operators data collected by national authorities and coordinated by the EU body BEREC, were to be rationalized into a single database. This raised concerns by the National Regulatory Authorities, but once JRC presented the potential of the project, they actively contributed to improving the dataset!

INSIGHTS ON THE FUNCTIONING OF THE RLAH...

Complementing standard data analysis with counterfactual methods, the JRC quantified the impact of RLAH on roaming volumes. Data volumes increased by almost 250% and the gain to consumers changed by 2 billion euro. Surveys with the netBravo app demonstrated that the majority of consumers experienced a quality of service similar to the one they have at home.

3

2019
Oct

Customers from 11 countries at least once had worse speed in roaming compared to at home, even if better quality was available on the network. Such cases accounted for 25% of all roaming instances in the tests

3

AND THE ONES RELATED TO FIELD SURVEY!

Network performance tests with netBravo were done in public and indeed they raised curiosity. At the Colosseum in Rome, Pravir was confused with a mobile phones' seller, whilst in front of a hospital car park, an initially suspicious security guard wanted finally to know which mobile network was winning!

...ENABLED COMMISSION PROPOSAL ON ROAMING REGULATION PROLONGATION!

The RLAH expires in 2022 and rules are to be revised. Here it is when science come into the play. Building on the roaming market database and field evidence of technical performance, the JRC supported DG CNECT in assessing the rationale for the new RLAH rules. Overall, the JRC studies contributed to make the Commission proposal a flagship in evidence based policy!

4

2021
Feb

4

CELEBRATING SUCCESS OF THE ROAMING PROJECT

Because of Covid-19, JRC teams missed the possibility of face-to-face interaction with colleagues in Brussels during preparation of the legislative proposal. Once it was published, Erika Busechian from DG CNECT organized a virtual toast with all the people involved in the project. It was nice to celebrate the milestone in front of a glass of wine!

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RESEARCH
CONFERENCE



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