

Frequently Asked Questions

1. *What does roaming exactly mean?*

Roaming is a service offered by mobile operators allowing you to use your phone while abroad. Hence, you can use your phone to talk, send text messages and use mobile data while travelling abroad.

2. *Is it true that there will be no roaming charges when I travel in the Western Balkans region from 1 July 2021?*

Yes, it is true. From 1 July 2021, you will pay no extra charges for calls, SMS and mobile data while travelling in the region compared to what you pay at home. This model is called Roam Like at Home.

Under this model, minutes, SMS and gigabytes of data that you consume abroad in the Western Balkans region will be charged or deducted from the volumes of your tariff plan exactly as if you were at home.

However, in regard to mobile data, mobile operators may apply a so-called fair use data volume limit while roaming, in line with Fair Use Policy. Please check further details with your operator.

3. *Where exactly can I travel and Roam Like at Home?*

You can Roam Like at Home throughout the Western Balkans region (i.e. Albania, Bosnia and Herzegovina, Kosovo*¹, Montenegro, North Macedonia and Serbia), in case you are a subscriber of one of the Western Balkans mobile operators.

4. *Does Roam Like at Home principle apply if I call any part of the region while in roaming, or only if I call home?*

Yes, Roam Like at Home principle will be applied in any case irrespectively whether you are calling home or any other Western Balkans' mobile subscriber.

5. *Does Roam Like at Home apply for calls, SMS or mobile data?*

There will be no extra roaming charges for all roaming services: calls, SMS and mobile data whenever you are using roaming services in the Western Balkans, meaning outside of your own economy.

However, in regard to mobile data, mobile operators may apply a so-called fair use data volume limit while roaming, in line with Fair Use Policy.. For more information, please contact your mobile operator.

¹ * This designation is without prejudice to positions on status, and is in line with UNSCR 1244/1999 and the ICJ Opinion on the Kosovo declaration of independence

- 6. Does Roam Like at Home apply only when I make a call, or also when I receive a call while in roaming?**

There will be no extra roaming charges for all: calls made and calls received.

- 7. Does Roam Like at Home from 1 July 2021 apply for both pre-paid and post-paid subscribers?**

Yes, it applies for both pre-paid and post-paid subscribers.

- 8. Is Roam Like at Home automatic or I have to activate it?**

You don't have to do anything - it is automatic, as mobile operators will automatically apply Roam Like at Home model in the region.

- 9. Does Roam Like at Home cover calls I make from home to other parts of the region?**

No, such calls are not roaming calls. When you call while you are at home you are not in roaming and Roam Like at Home principle does not apply.

- 10. If I travel in the region and call someone, do I have to worry am I calling mobile or fixed number?**

Roam Like at Home applies to all roaming phone calls in the Western Balkans region, compliant with your tariff plan.

- 11. Does Roam Like at Home principle apply when I use WiFi when travelling in the region?**

When you use WiFi, you are not using roaming services, hence Roam Like at Home principle does not apply.

- 12. Are there any volume limits for calls, SMS and mobile data while I roam in the region?**

There are no limits with regard to the use of voice calls and SMS when roaming. In regard to mobile data, mobile operators may apply a so-called fair use data volume limit while roaming, in line with Fair Use Policy. For more information, please contact your mobile operator.

- 13. What if I spend while in roaming all the minutes/messages/mobile data I have as a pre-paid/post-paid customer?**

In case you spend all the traffic you have, regardless if you are pre-paid or post-paid, for any additional calls/SMS/mobile data you will be charged according to national tariffs.

- 14. Can I receive calls while in roaming if I am a pre-paid customer and I spent all I have on my account?**

Yes, the same rules apply as you are at home, hence you can receive calls. Incoming calls are free of charge, same as being home.

- 15. Are there any time limits for using my mobile phone abroad and Roam Like at Home?**

If you spend more time at home (you are more in your domestic network) than abroad, or you use your mobile phone more at home than abroad, you can Roam Like at Home in the region.

However, if your mobile operator determines that in last 4 months you spent majority of your time abroad, and consumed more traffic abroad, you will receive an SMS and you will be asked to adapt the traffic consumption to fair use policy. If it doesn't happen in next 2 weeks, you will be charged additionally for the traffic, i.e.:

- 3.2 euro cents per minute of voice calls made
- 1.6 euro cents per minute of voice calls received
- 1 euro cent per SMS
- 0.77 euro cent per MB which will be decreased annually until 1 January 2026. For more information, please check with your mobile operator.

16. Is it still a good idea to take a temporary local SIM card when travelling in the region?

If you travel periodically and stay for a short period of time in another Western Balkan economy, the answer is no. But, if you plan to be in another Western Balkan economy for a longer period you should check fair use policy applied by your mobile operator to decide what is best in your particular case.

17. What if I travel in the Western Balkans region and get charged extra?

You should contact your mobile operator immediately.

18. Are the roaming charges with EU also reduced?

No, but the discussions on the reduction of roaming charges between Western Balkans and EU are on the way.

For more information, check the websites of National Regulatory Authorities in Western Balkans:

Albania: <https://www.akep.al/>

Bosnia and Herzegovina: <https://www.rak.ba/bs-Latn-BA/>

Kosovo*: <http://www.arkep-rks.org/>

Montenegro: <https://ekip.me/>

North Macedonia: <https://aek.mk/>

Serbia: <https://www.ratel.rs/cyr/>