



Ukraine response – European telecoms industry actions

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This table shows voluntary measures European telecoms operators are implementing to provide communications assistance to the people affected by the war in Ukraine.

ETNO/GSMA Note: The duration of the voluntary measures varies from market to market. In terms of range, the duration varies from “not specified” to “until further notice”, with some initial free offers expiring by the end of March/mid-April. This table is intended as non-comprehensive: more companies in more markets might have taken measures not represented in this table.

Country	Operator	Type of measure	Details and source
Albania	ALBtelecom	Adapted tariffs: <ul style="list-style-type: none"> free communications services for Ukrainian nationals in Albania free roaming – calls, SMS and data in Ukraine 	ALBtelecom announced it is removing any tariff for communication packages for Ukrainians in Albania and offering free roaming for ALBtelecom customers in Ukraine. ALBtelecom press release (4 March 2022)
	Vodafone Albania	Adapted tariffs: <ul style="list-style-type: none"> free calls and SMS to Ukraine free roaming – calls, SMS and data in Ukraine 	In all its operations across Europe, Vodafone is providing free calls and text messages to Ukraine and offering free roaming for its customers in Ukraine. Vodafone Group press release (16 March 2022)
Austria	A1	Adapted tariffs: <ul style="list-style-type: none"> free fixed and mobile calls and SMS to Ukraine free roaming – calls, SMS and data in Ukraine 	A1 made fixed and mobile calls from Austria to Ukraine free of charge. A1 customers who are currently in the Ukraine can make free calls and send free SMS to Austria. The usual roaming costs do not apply, even when using mobile data. A1 press release (25 Feb. 2022)
	Drei Austria (Hutchison)	Adapted tariffs: <ul style="list-style-type: none"> free fixed and mobile calls and SMS to Ukraine free roaming – calls and SMS in Ukraine 	Drei Austria offers all calls and SMS to and from Ukraine free of charge until 25 March 2022 (also applies to Lidl connect and eety). Drei Austria webpage
		Free SIM cards: <ul style="list-style-type: none"> free pre-paid SIM cards for Ukrainian refugees 	Drei Austria will distribute 1,000 SIM cards at the refugee arrival centres. •Drei Austria sub-brand eety also provides pre-loaded SIM cards to Ukrainian refugees.

Country	Operator	Type of measure	Details and source
	Magenta AT (DT)	Adapted tariffs: <ul style="list-style-type: none"> free mobile calls to Ukraine free roaming – calls, SMS and data in Ukraine 	Magenta AT provides free mobile calls to Ukraine and free roaming to its customers in Ukraine.
		Free SIM cards: <ul style="list-style-type: none"> free pre-paid SIM cards for Ukrainian refugees 	Magenta AT provides free SIM cards to Ukrainian refugees through local NGOs.
		WiFi: <ul style="list-style-type: none"> Free WiFi spots 	Magenta AT is providing 15 free WiFi spots with the cooperation of local NGOs at various refugee transit locations.
Belgium	Proximus	Adapted tariffs: <ul style="list-style-type: none"> free fixed and mobile calls and SMS to Ukraine free roaming – calls, SMS and data in Ukraine) 	Proximus made mobile and landline calls, as well as text messages, to and from Ukraine free of charge for its customers until end of March. Proximus customers who are in Ukraine (roaming) can also communicate free of charge. Proximus press release (8 March 2022)
		Free SIM cards: <ul style="list-style-type: none"> free pre-paid SIM cards for Ukrainian refugees 	Proximus will offer prepaid cards to Ukrainian refugees with 10 GB of data and unlimited calling and texting in Belgium. Proximus is investigating with the authorities the most efficient way to organize the distribution of these cards and will assess the needs according to the situation. Proximus press release (8 March 2022)
	Orange Belgium	Adapted tariffs <ul style="list-style-type: none"> free fixed and mobile calls to Ukraine 	As from 28 Feb. 2022 residential and business customers with an Orange postpaid subscription are able to call Ukraine fixed and mobile numbers for free. Orange Belgium CEO Twitter post (25 Feb. 2022) Orange post on LinkedIn
Bosnia and Herzegovina	BH Telecom	Adapted tariffs: <ul style="list-style-type: none"> free fixed and mobile calls and SMS to Ukraine free roaming – calls, SMS to Bosnia and Herzegovina and data in Ukraine 	BH Telecom has provided free calls and SMS messages from its mobile and fixed network to Ukraine since March 4, 2022. For customers roaming in Ukraine mobile data and calls and SMS to Bosnia and Herzegovina are also free. BH Telecom webpage
Bulgaria	Vivacom	Adapted tariffs: <ul style="list-style-type: none"> free fixed and mobile calls to Ukraine free roaming – calls, SMS and data in Ukraine 	Vivacom provides free fixed and mobile international calls from Bulgaria to Ukraine. Vivacom press release (25 Feb. 2022)
		Free SIM cards: <ul style="list-style-type: none"> free pre-paid SIM cards for Ukrainian refugees 	

Country	Operator	Type of measure	Details and source
		Others: <ul style="list-style-type: none"> Free charging stations Free data for Red Cross 	
Croatia	Hrvatski Telekom (DT)	Adapted tariffs: <ul style="list-style-type: none"> free calls and SMS to Ukraine free roaming – calls, SMS and data in Ukraine 	Hrvatski Telekom provides free mobile calls to Ukraine and free roaming to its customers in Ukraine.
		Free SIM cards: <ul style="list-style-type: none"> free pre-paid SIM cards for Ukrainian refugees 	Hrvatski Telekom provides free SIM cards to Ukrainian refugees arriving in Croatia including 1,000 mins and SMS and 10 GB of data.
Cyprus	Cyta	Adapted tariffs: <ul style="list-style-type: none"> free fixed and mobile calls and SMS to Ukraine 	Cyta is offering free calls to fixed and mobile phones, as well as free SMS to Ukraine. Valid for Cyta's fixed and mobile telephony customers from 1 to 31 March 2022. Cyta LinkedIn post
Czech Republic	Vodafone CZ	Adapted tariffs: <ul style="list-style-type: none"> free calls and SMS to Ukraine free roaming – calls, SMS and data in Ukraine 	In all its operations across Europe, Vodafone is providing free calls and text messages to Ukraine and offering free roaming for its customers in Ukraine. Vodafone CZ introduced free calls and text messages to Ukraine on 24 Feb. For the first week, the termination costs paid to the Ukraine operators reached nearly CZK 40m (€1.6m). To keep the measure sustainable, from 5 March Vodafone CZ is offering a monthly bundle of 100 mins to Ukraine for free, followed by a price of 4 €cent/min. Vodafone Group press release (16 March 2022)
		Free SIM cards: <ul style="list-style-type: none"> free pre-paid SIM cards for Ukrainian refugees 	Vodafone CZ is providing 1000 prepaid SIMs with credit of 500 CZK (€20) to be distributed to refugees in-country. It is also collecting donated old phones. These will be distributed through the local NGO partners to Ukrainian refugees. Vodafone CZ will add a prepaid SIM for each phone (€20 each). Unusable handsets will be recycled, and funds raised donated to support the relief effort. Vodafone Group press release (16 March 2022)
	T-Mobile CZ (DT)	Adapted tariffs: <ul style="list-style-type: none"> free calls and SMS to Ukraine free roaming – calls and SMS in Ukraine 	T-Mobile CZ provides free mobile calls to Ukraine and free roaming to its customers in Ukraine.
		Free SIM cards: <ul style="list-style-type: none"> free pre-paid SIM cards for Ukrainian refugees 	T-Mobile CZ provides free SIM cards to Ukrainian refugees arriving in Croatia including 10 GB of data and €4 of credit.
Denmark	Telia Company	Adapted tariffs: <ul style="list-style-type: none"> free calls and SMS to Ukraine free roaming – calls and SMS in Ukraine 	Telia provides free calls to and from Ukraine and free roaming in Ukraine for Telia customers. Telia press release (3 March 2022) and social media

Country	Operator	Type of measure	Details and source
	Three Denmark (Hutchison)	Adapted tariffs: <ul style="list-style-type: none"> free fixed and mobile calls and SMS to Ukraine free roaming – calls and SMS in Ukraine 	Three DK provides free calls to and from Ukraine and free roaming in Ukraine for Three customers.
		Free SIM cards: <ul style="list-style-type: none"> free pre-paid SIM cards for Ukrainian refugees 	Three DK is part of a joint initiative with other Danish MNOs. Each operator will provide 5,000 SIM-cards allowing Ukrainian refugees to call and text home.
	Telenor Denmark	Adapted tariffs: <ul style="list-style-type: none"> free fixed and mobile calls and SMS to Ukraine free roaming – calls and SMS in Ukraine 	Telenor provides free calls to and from Ukraine to customers of all its Nordic operations (Norway, Sweden, Denmark and Finland) Telenor webpage (28 Feb. 2022)
		Free SIM cards: <ul style="list-style-type: none"> will provide free pre-paid SIM cards for Ukrainian refugees 	Telenor provides free prepaid SIM cards to Ukrainian refugees entering into Denmark including 1 GB of data per day, free calls, SMS and MMS in Denmark and 10 minutes and 1000 SMS per day in Europe (including Ukraine and Moldova).
Estonia	Telia Company	Adapted tariffs: <ul style="list-style-type: none"> lower tariffs for fixed and mobile calls and free SMS to Ukraine free roaming – calls, SMS and data in Ukraine 	Telia customers in Ukraine can use the roaming service (mobile calls, SMS, mobile internet) without restrictions and free of charge. SMS to Ukrainian numbers are also free of charge. A discounted price of 0.31€/min applies to all Telia customers (fixed and mobile) when calling from Estonia to Ukraine. Until 11 March Telia was offering free calls to Ukraine but changed its practice after identifying systematic and widespread fraudulent schemes for free calls. Telia press release (10 March 2022)
		Free SIM cards: <ul style="list-style-type: none"> free pre-paid SIM cards for Ukrainian refugees 	Telia provides free pre-paid SIM cards for refugees in Estonia, distributed through a local NGO. Telia press release (3 March 2022)
Finland	DNA (Telenor)	Adapted tariffs: <ul style="list-style-type: none"> free mobile calls and SMS to Ukraine free roaming – calls, SMS and data in Ukraine 	Calls for DNA's mobile customers to Ukraine are free of charge from 24 Feb. 2022. The roaming use of DNA's services in Ukraine is also free of charge for the customer, ie calls, text messages and the use of internet in Ukraine are not billed. This applies to calls and messages to normal-priced numbers from both consumer and business mobile subscriptions. DNA press release (15 March 2022)
		Free SIM cards: <ul style="list-style-type: none"> free pre-paid SIM cards for Ukrainian refugees 	Telenor provides free prepaid SIM cards to U Ukrainian refugees entering into Finland including €50 of credit.
	Telia Company	Adapted tariffs:	Telia Finland press release (24 Feb. 2022)

Country	Operator	Type of measure	Details and source
		<ul style="list-style-type: none"> free fixed and mobile calls and SMS to Ukraine free roaming – calls, SMS and data in Ukraine 	
		Free SIM cards: <ul style="list-style-type: none"> free SIM cards for Ukrainian refugees with preloaded credit available through Finnish Migration Service Migri and in Telia shops 	Telia Finland public announcements (3 March 2022)
France	Orange	Adapted tariffs: <ul style="list-style-type: none"> free mobile calls, SMS and MMS to Ukraine 	From 25 Feb. 2022 international calls, SMS and MMS sent from Orange and Sosh mobile networks in mainland France to Ukrainian numbers are free of charge. Orange webpage
Germany	Deutsche Telekom (DT)	Adapted tariffs: <ul style="list-style-type: none"> free fixed and mobile calls and SMS to Ukraine free roaming – calls, SMS and data in Ukraine 	Calls and text messages to Ukraine are free of charge from DT's fixed and mobile networks. This also applies to customers of the Deutsche Telekom subsidiary Congstar. Customers who are in Ukraine will not incur any roaming charges. DT press release (25 Feb. 2022)
		Adapted tariffs: <ul style="list-style-type: none"> free calls from public payphones to Ukraine 	Calls to Ukraine are free of charge until further notice from approximately 14,000 public payphones in Germany. DT press release (4 March 2022)
		Free SIM cards: <ul style="list-style-type: none"> free SIM cards for Ukrainian refugees with unlimited data, calls and SMS 	DT is providing free SIM cards with unlimited data and telephony via official aid organizations in coordination with the Federal Office for Migration and Refugees. DT press release (3 March 2022)
	Vodafone Germany	Adapted tariffs: <ul style="list-style-type: none"> free calls and SMS to Ukraine free roaming – calls, SMS and data in Ukraine 	In all its operations across Europe, Vodafone is providing free calls and text messages to Ukraine and offering free roaming for its customers in Ukraine. Vodafone Group press release (16 March 2022)
		Free SIM cards: <ul style="list-style-type: none"> free pre-paid SIM cards for Ukrainian refugees 	Vodafone Germany is providing 10,000 SIM cards free of charge to refugees. Vodafone Group press release (16 March 2022)
		WiFi: <ul style="list-style-type: none"> Free WiFi spots 	Vodafone Germany will provide a total of 1,000 GigaCubes to refugee homes which enable WLAN via mobile communications which up to 200 people can use simultaneously. Vodafone Group press release (16 March 2022)
	Telefónica Germany	Adapted tariffs: <ul style="list-style-type: none"> free fixed and mobile calls and SMS to Ukraine 	Telefónica will provide, free of charge and for an indefinite period, international calls and SMS between Germany and Ukraine for all its customers, as well as free roaming for customers in Ukraine.

Country	Operator	Type of measure	Details and source
		<ul style="list-style-type: none"> free roaming – calls, SMS and data in Ukraine 	Telefónica press release (16 March 2022)
Greece	Vodafone Greece	Adapted tariffs: <ul style="list-style-type: none"> free calls and SMS to Ukraine free roaming – calls, SMS and data in Ukraine 	In all its operations across Europe, Vodafone is providing free calls and text messages to Ukraine and offering free roaming for its customers in Ukraine. Vodafone Group press release (16 March 2022)
	OTE/Cosmote (DT)	Adapted tariffs: <ul style="list-style-type: none"> free calls to Ukraine free roaming – calls, SMS and data in Ukraine 	OTE/Cosmote provides free calls to Ukraine and free roaming to its customers in Ukraine.
		Adapted tariffs: <ul style="list-style-type: none"> free calls from public payphones to Ukraine 	Calls to Ukraine from OTE public payphones in Greece are free of charge until further notice.
		WiFi: <ul style="list-style-type: none"> Free WiFi spots 	OTE is providing free WiFi spots with the cooperation of local NGOs at various refugee transit locations.
Hungary	Magyar Telekom	Adapted tariffs: <ul style="list-style-type: none"> free calls and SMS to Ukraine free roaming – calls, SMS and data in Ukraine 	Magyar Telekom is providing free unlimited international calls and SMS to Ukraine and offering free roaming on Magyar Telekom's partner networks for its customers in Ukraine. Magyar Telekom webpage
		Free SIM cards: <ul style="list-style-type: none"> free pre-paid SIM cards for Ukrainian refugees 	Magyar Telekom gives free SIM cards in its stores to Ukrainian refugees including 500 MB of mobile data and 40 mins of calls in the EU. Magyar Telekom webpage Telekom's Mobildonor program also offers 5,000 mobile devices with prepaid SIM cards. The donation contains 4,100 tmobile phones and 900 smart devices, which will be distributed in partnership with a local NGO. Magyar Telekom press release (3 March 2022)
		WiFi: <ul style="list-style-type: none"> Free WiFi spots 	Magyar Telekom is providing 16 free WiFi spots at various refugee transit locations. Magyar Telekom press release (3 March 2022)

Country	Operator	Type of measure	Details and source
		Network capacity: <ul style="list-style-type: none"> mobile sites at border crossings 	Magyar Telekom set up mobile base stations at key border crossing points to meet the extra demand. Magyar Telekom press release (3 March 2002)
	Vodafone Hungary	Adapted tariffs: <ul style="list-style-type: none"> free calls and SMS to Ukraine free roaming – calls, SMS and data in Ukraine 	In all its operations across Europe, Vodafone is providing free calls and text messages to Ukraine and offering free roaming for its customers in Ukraine. Vodafone Group press release (16 March 2022)
		Free SIM cards: <ul style="list-style-type: none"> free pre-paid SIM cards for Ukrainian refugees 	Vodafone Hungary handed out approx. 5,000 SIMs on the Ukrainian border. Vodafone Group press release (16 March 2022)
		Network capacity: <ul style="list-style-type: none"> mobile sites at border crossings 	Cells on Wheels have been deployed at key border crossing points by Vodafone Hungary to ensure connectivity. Vodafone Group press release (16 March 2022)
		Charging points: <ul style="list-style-type: none"> free charging stations 	Vodafone Hungary is providing free charging stations at various refugee transit locations. Vodafone Group press release (16 March 2022)
		WiFi: <ul style="list-style-type: none"> Free WiFi spots 	Vodafone Hungary is providing free WiFi spots at various refugee transit locations. Vodafone Group press release (16 March 2022)
	Yettel Hungary	Adapted tariffs: <ul style="list-style-type: none"> free calls to Ukraine free roaming – calls, SMS and data in Ukraine 	Yettel Hungary is providing free data, voice and SMS services for its customers in Ukraine. It also offers free international calls to its consumers and business customers from Hungary to base-rate phone numbers in Ukraine Yettel Hungary press release (7 March 2022).
		Free SIM cards: <ul style="list-style-type: none"> free pre-paid SIM cards for Ukrainian refugees 	Yettel Hungary is providing more than 40,000 free SIM cards to Ukrainian refugees, including 5GB of mobile data, 50 mins of domestic calls, free calls to Ukraine and free roaming in Ukraine. The aid package also includes 1,300 mobile phones. Yettel Hungary press release (4 March 2022)

Country	Operator	Type of measure	Details and source
		WiFi: <ul style="list-style-type: none"> Free WiFi spots 	Yettel Hungary is providing free WiFi spots at various refugee transit locations. Yettel Hungary press release (4 March 2022)
	DIGIMobil	Adapted tariffs: <ul style="list-style-type: none"> free calls to Ukraine 	DIGIMobil is not charging for calls from its Hungarian network to basic rate fixed and mobile numbers in Ukraine. DIGIMobil webpage
Ireland	Vodafone Ireland	Adapted tariffs: <ul style="list-style-type: none"> free calls and SMS to Ukraine free roaming – calls, SMS and data in Ukraine 	In all its operations across Europe, Vodafone is providing free calls and text messages to Ukraine and offering free roaming for its customers in Ukraine. Vodafone Group press release (16 March 2022)
		Free SIM cards: <ul style="list-style-type: none"> free pre-paid SIM cards for Ukrainian refugees 	Vodafone Ireland distributed up to 5,000 free SIMs to Ukrainian refugees arriving at the Dublin Airport. The SIMs are preloaded with 3 months free calls to Ukraine and an allocation of international calls for EU. Vodafone Group press release (16 March 2022)
	Three Ireland (Hutchison)	Adapted tariffs: <ul style="list-style-type: none"> free calls and SMS to Ukraine free roaming – calls, SMS and data in Ukraine 	Three Ireland removed roaming charges for its customers anywhere in Ukraine, and charges associated with calls and texts from Ireland to Ukraine will be credited back to its customers. Three Ireland Twitter post (25 Feb. 2022)
Italy	Telecom Italia (TIM)	Adapted tariffs: <ul style="list-style-type: none"> free calls and data for Ukraine nationals 	Unlimited data and calls are available for Ukraine nationals. TIM press release (27 Feb. 2022)
	Vodafone Italy	Adapted tariffs: <ul style="list-style-type: none"> free calls and SMS to Ukraine free roaming – calls, SMS and data in Ukraine 	In all its operations across Europe, Vodafone is providing free calls and text messages to Ukraine and offering free roaming for its customers in Ukraine. Vodafone Group press release (16 March 2022)
		Free SIM cards: <ul style="list-style-type: none"> free pre-paid SIM cards for Ukrainian refugees 	Vodafone Italy activated 200 SIM cards that will be donated to Ukrainian refugees who are arriving in Italy. Vodafone Group press release (16 March 2022)
	Wind Tre (Hutchison)	Adapted tariffs: <ul style="list-style-type: none"> free calls for Ukrainian nationals to Ukrainian MNO Kyivstar 	Wind Tre made available to Ukrainian nationals unlimited free minutes to the Ukrainian MNO Kyivstar MNO.
Latvia	LMT	Adapted tariffs: <ul style="list-style-type: none"> free mobile calls to Ukraine free roaming – calls and data in Ukraine 	LMT customers do not have to pay for calls to Ukraine. LMT customers located in Ukraine can use voice and internet communications free of charge. LMT twitter post (24 Feb. 2022)
Lithuania	Telia Company	Adapted tariffs: <ul style="list-style-type: none"> free fixed and mobile calls and SMS to Ukraine 	Telia provides free calls to and from Ukraine and free data roaming in Ukraine for Telia customers. Telia press release (3 March 2022)

Country	Operator	Type of measure	Details and source
		<ul style="list-style-type: none"> free roaming – calls, SMS and data in Ukraine 	
		Free SIM cards: <ul style="list-style-type: none"> free pre-paid SIM cards for Ukrainian refugees 	Telia provides pre-paid SIM cards for refugees in Lithuania, distributed through a local NGO. Telia also has a special offer in place for Ukrainians that come to a Telia shop, including a free SIM card. Telia press release (3 March 2022)
Luxembourg	Orange Luxembourg	Adapted tariffs: <ul style="list-style-type: none"> free calls and SMS to Ukraine free roaming – calls, SMS and data in Ukraine 	Orange Luxembourg is providing free calls and text messages to Ukraine and offering free roaming for its customers in Ukraine. POST Luxembourg website.
	POST Luxembourg	Adapted tariffs: <ul style="list-style-type: none"> free calls and SMS to Ukraine free roaming – calls, SMS and data in Ukraine 	
		Free mobile subscriptions for Ukrainian Refugees.	
Malta	GO	Adapted tariffs: <ul style="list-style-type: none"> free fixed and mobile calls and SMS to Ukraine €100 credit for customers roaming in Ukraine 	All calls and SMS from Malta to Ukraine are also off charge. GO also reached out to all its customers currently roaming in Ukraine and topped up their accounts with €100 and will continue to fulfil their communications needs as required. GO press release
Netherlands	KPN	Adapted tariffs: <ul style="list-style-type: none"> free fixed and mobile calls and SMS to Ukraine free roaming – calls, SMS and data in Ukraine 	At least until the end of March, KPN will not charge for mobile (calls and SMS) and fixed-line calls to Ukraine. This applies to all consumers and business customers. KPN also made roaming (calls, texts, and data use) free of charge for its customers who are in Ukraine. KPN press release (28. Feb. 2022) and News sources (March 2022)
		Free SIM cards: <ul style="list-style-type: none"> provides free pre-paid SIM cards for Ukrainian refugees 	
Norway	Telenor	Adapted tariffs: <ul style="list-style-type: none"> free fixed and mobile calls and SMS to Ukraine free roaming – calls and SMS in Ukraine 	Telenor provides free calls to and from Ukraine to customers of all its Nordic operations (Norway, Sweden, Denmark and Finland) Telenor webpage (28 Feb. 2022)
		Free SIM cards: <ul style="list-style-type: none"> will provide free pre-paid SIM cards for Ukrainian refugees 	

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	Telia Company	Adapted tariffs: <ul style="list-style-type: none"> free fixed and mobile calls and SMS to Ukraine free roaming – calls, SMS and data in Ukraine 	Telia provides free calls to and from Ukraine and free roaming in Ukraine for Telia customers. Telia Company website and social media channels
		Free SIM cards: <ul style="list-style-type: none"> free pre-paid SIM cards for Ukrainian refugees 	Telia provides through its sub-brand Mycall free SIM cards to Ukrainian refugees with free calls to Ukraine and 1 GB of data.
Poland	Orange Polska	Adapted tariffs: <ul style="list-style-type: none"> lower tariffs for mobile calls to Ukraine free roaming – data for certain offers in Ukraine 	Price for calls to Ukraine were reduced over 80%. The discounted price of PLN 0.29 (6.28 €cents) per minute applies to all calls made from Orange and nju mobile phones to Ukrainian landline and mobile numbers. All Orange individual and business customers with a mobile subscription can activate free 5 GB package for roaming in Ukraine. Orange Polska webpage
		Adapted tariffs for Ukrainian citizens: <ul style="list-style-type: none"> free calls to Ukraine free data 	Orange postpaid customers of Ukrainian nationality receive free 200 mins for calls to Ukraine. Orange prepaid and postpaid customers of Ukrainian nationality receive free 10 GB package. Orange Polska webpage
	Free SIM cards: <ul style="list-style-type: none"> free pre-paid SIM cards for Ukrainian nationals 	Ukrainian citizens can receive SIM starter packs including 100 mins of calls to Ukraine, free calls, SMS and MMS in Poland and 30 GB of data. Orange Polska webpage	
	Free roaming: <ul style="list-style-type: none"> free roaming on Orange's network for users of Vodafone Ukraine 	Vodafone Ukraine users will not be charged roaming fees in Poland when using Orange's network. Orange Polska press release (11 March 2022)	
	Network capacity: <ul style="list-style-type: none"> mobile sites at border crossings 	Orange Polska built 3 mobiles sites, expanded 5 others in border area. Together with T-Mobile, Orange is boosting network capacity in overcrowded areas along the Polish-Ukrainian border (the operators share transmitters). Orange Polska CEO Julien Ducarroz Twitter post 11 March 2022	
	WiFi: <ul style="list-style-type: none"> Free WiFi spots 	Orange Polska is providing 8 free WiFi spots at refugee reception points. Orange Polska CEO Julien Ducarroz Twitter post 11 March 2022	
	T-Mobile (DT)	Adapted tariffs: <ul style="list-style-type: none"> Free calls and SMS to Ukraine free roaming – calls, SMS and data in Ukraine 	T-Mobile offers unlimited calls and SMS from Poland to Ukraine and unlimited free calls, SMS and MMS while roaming in Ukraine to Poland. It also offers free 3 GB of data when roaming in Ukraine T-Mobile website

Country	Operator	Type of measure	Details and source
		Free SIM cards: <ul style="list-style-type: none"> free pre-paid SIM cards for Ukrainian refugees 	T-Mobile is distributing free SIM starter packs and Heyah packs at refugee reception points, in shops close to the border area, and at gas and railway stations. The packs include unlimited calls and SMS to Ukraine, 100 minutes if calls in Poland and 10 GB of mobile data. T-Mobile website
		Network capacity: <ul style="list-style-type: none"> mobile sites at border crossings 	Together with Orange, T-Mobile is boosting network capacity in overcrowded areas along the Polish-Ukrainian border (the operators share transmitters). Telecompaper article
		WiFi: <ul style="list-style-type: none"> Free WiFi spots 	T-Mobile is providing 8 free WiFi spots at various refugee transit locations.
	Play	Adapted tariffs: <ul style="list-style-type: none"> free roaming – calls and SMS in Ukraine reduced data roaming rates in Ukraine 	Play introduced free roaming in Ukraine for calls and SMS and reduced data roaming rates to the same rate as in EU. Play press release (5 March 2022)
		Free SIM cards: <ul style="list-style-type: none"> free pre-paid SIM cards for Ukrainian refugees 	Play introduced a free SIM starter pack (deistributed at border crossings) for Ukrainian refugees with unlimited calls and SMS to Ukraine (to networks Kyivstar, Vodafone, lifecell), 120 minutes of national calls and 10 GB of data. Play press release (5 March 2022)
		WiFi: <ul style="list-style-type: none"> Free WiFi spots 	Play and UPC Poland launched a joint support action for refugees from Ukraine. The operators are bringing vehicle-based connectivity centres to border points where refugees coming to Poland can access free WiFi spots. Play press release (5 March 2022)
		Charging points: <ul style="list-style-type: none"> free charging stations 	Play and UPC Poland launched a joint support action for refugees from Ukraine. The operators are bringing vehicle-based connectivity centres to border points where refugees coming to Poland can charge mobile devices. Play press release (5 March 2022)
	Plus	Adapted tariffs: <ul style="list-style-type: none"> Free calls and SMS to Ukraine Free data 	Plus is offering 500 mins of calls to Kyivstar, Lifecell and Vodafone mobile networks in Ukraine free of charge to all its customers. Promotional rate of PLN 0.19 (4.11 €cents) per minute for calls to all networks in Ukraine is also available. Plus is also offering free single-use 10 GB data package. Plus press release (24 Feb. 2022)

Country	Operator	Type of measure	Details and source
		SIM cards: <ul style="list-style-type: none"> Prepaid SIM cards for Ukrainian nationals for reduced price (PLN 35 – €7.5) 	Plus is offering to Ukrainian nationals a 30-day cyclical package for PLN 35 (€7.5), including unlimited free domestic calls, unlimited national SMS and MMS, 15 GB of data and 1000 mins for calls to Ukraine (to subscribers of Kyivstar, Vodafone and Lifecell mobile networks).
	UPC	Adapted tariffs: <ul style="list-style-type: none"> Free calls and SMS to Ukraine Free internet access and TV services 	UPC introduced 120 minutes packages for all fixed and mobile customers for calls to all numbers in Ukraine. UPC also introduced special support packages with free 300 Mbps internet access and TV services for Ukrainian refugees (also available to people who fully provide their apartment or house to Ukrainian citizens). Play and UPC press release (5 March 2022)
		WiFi: <ul style="list-style-type: none"> Free WiFi spots 	Play and UPC Poland launched a joint support action for refugees from Ukraine. The operators are bringing vehicle-based connectivity centres to border points where refugees coming to Poland can access free WiFi spots. Play and UPC press release (5 March 2022)
		Charging points: <ul style="list-style-type: none"> free charging stations 	Play and UPC Poland launched a joint support action for refugees from Ukraine. The operators are bringing vehicle-based connectivity centres to border points where refugees coming to Poland can charge mobile devices. Play and UPC press release (5 March 2022)
Portugal	Altice Portugal (MEO)	Adapted tariffs: <ul style="list-style-type: none"> free mobile calls to Ukraine (expired on 15.3.22) reduced tariffs as from 16.3.22 SIM cards (proposed) 	MEO offers all its customers 200 mins of international mobile calls to Ukraine free of charge. Altice Portugal Linkedin post Altice Portugal will also implement a reduction on the international calls and SMS tariffs plans changing Ukraine from Zone 3 to EEE Zone. Portuguese operators, through APRITEL, proposed to the Government a telco support solution for Ukrainian refugees upon arrival. It includes the offer of SIM cards.
	Vodafone Portugal	Adapted tariffs: <ul style="list-style-type: none"> free calls and SMS to Ukraine free roaming – calls, SMS and data in Ukraine 	In all its operations across Europe, Vodafone is providing free calls and text messages to Ukraine and offering free roaming for its customers in Ukraine. Vodafone Group press release (16 March 2022)
Romania	Orange Romania	Adapted tariffs: <ul style="list-style-type: none"> free fixed and mobile calls and SMS to Ukraine free roaming – calls, SMS and data in Ukraine 	Orange Romania is providing free calls and text messages to Ukraine for its residential and business customers and offering free roaming for its residential and business customers in Ukraine. Orange Romania webpage

Country	Operator	Type of measure	Details and source
		Free SIM cards: <ul style="list-style-type: none"> free pre-paid SIM cards for Ukrainian refugees 	Free pre-paid cards are distributed by Orange representatives at certain border crossing points. Benefits included on the pre-paid cards: <ul style="list-style-type: none"> free outgoing calls towards Ukraine networks unlimited minutes and SMS in the Orange Romania network 2000 national and international minutes to landline or national SMS, out of which 300 minutes or SMS are also international on EU mobile 6 GB national data + 60 GB national data bonus Orange Romania webpage
	Vodafone Romania	Adapted tariffs: <ul style="list-style-type: none"> free calls and SMS to Ukraine free roaming – calls, SMS and data in Ukraine 	In all its operations across Europe, Vodafone is providing free calls and text messages to Ukraine and offering free roaming for its customers in Ukraine. Vodafone Group press release (16 March 2022)
		Free SIM cards: <ul style="list-style-type: none"> free pre-paid SIM cards for Ukrainian refugees 	Vodafone Romania configured 48.4k SIMs with 30 international mins bolt-on towards Ukraine, 200 international mins, 10GB national data, 100 national minutes, unlimited on-net minutes for 28 days – these SIMs were distributed in critical spots, at the border, as well as in refugee camps. Vodafone Group press release (16 March 2022)
		Network capacity: <ul style="list-style-type: none"> mobile sites at border crossings 	Cells on Wheels have been deployed at key border crossing points by Vodafone Romania to ensure connectivity. Press release (1 March 2022)
		Charging points: <ul style="list-style-type: none"> free charging stations 	Vodafone Romania is providing free charging stations at various refugee transit locations. Vodafone Group press release (16 March 2022)
		WiFi: <ul style="list-style-type: none"> free WiFi spots 	Vodafone Romania is providing free WiFi spots at various refugee transit locations. Vodafone Group press release (16 March 2022)
	Telekom Romania	Adapted tariffs: <ul style="list-style-type: none"> free calls and SMS to Ukraine free roaming – calls, SMS and data in Ukraine 	Telekom Romania is providing free calls and text messages to Ukraine and offering free roaming for its customers in Ukraine. Telekom Romania press release (4 March 2022)
	Free SIM cards:	Telekom Romania is providing free prepaid starters with data credit and free voice and SMS to Ukraine for refugees.	

Country	Operator	Type of measure	Details and source
		<ul style="list-style-type: none"> free pre-paid SIM cards for Ukrainian refugees 	
	Digi Romania	Adapted tariffs: <ul style="list-style-type: none"> free calls and SMS to Ukraine 	DigiRomania is offering free calls and SMS to the major mobile operators in Ukraine. Facebook post
		Free roaming: <ul style="list-style-type: none"> free roaming on Digi's network for users of Lifecell Ukraine 	Digi Romania is offering free roaming services in Romania to all customers of Lifecell Ukraine. Facebook post
Slovakia	Slovak Telekom	Adapted tariffs: <ul style="list-style-type: none"> free calls and SMS to Ukraine free roaming – calls and SMS in Ukraine 	Slovak Telekom is providing free calls and text messages to Ukraine and offering free calls and SMS for its customers in Ukraine. Slovak Telekom press release
		Network capacity: <ul style="list-style-type: none"> mobile sites at border crossings 	Slovak Telekom is increasing its network capacity at border crossings with Ukraine.
		WiFi: <ul style="list-style-type: none"> free WiFi spots 	Slovak Telekom is providing free WiFi spots at various refugee transit locations.
	Orange Slovensko	Adapted tariffs: <ul style="list-style-type: none"> free calls and SMS to Ukraine free roaming – calls, SMS and data in Ukraine 	Orange Slovensko is providing free calls to Ukraine as well as free roaming to its customers in Ukraine. Orange website
		Free SIM cards: <ul style="list-style-type: none"> free pre-paid SIM cards for Ukrainian refugees 	Orange Slovensko is providing free prepaid SIM cards to Ukrainian refugees including 10 GB of data and €2 credit for calls and SMS (calls to Ukraine are free). Orange website
	O2	Adapted tariffs: <ul style="list-style-type: none"> reduced rates for calls and SMS to Ukraine reduced rates for roaming – calls, SMS and data in Ukraine 	O2 customers and Radosti customers can call and send SMS to Ukraine at national prices. Likewise, customers located in Ukraine who use roaming from O2 or Radosti can call, send messages and use data as if they were located in the territory of EU countries O2 website
		Free SIM cards: <ul style="list-style-type: none"> free pre-paid SIM cards for Ukrainian refugees 	O2 is providing free SIM cards to Ukrainian citizens including €5 credit and 15 GB of data per month by designated O2 employees near the borders. Ukrainian citizens can also get a free SIM card at any O2 store. O2 website
	4ka	Adapted tariffs: <ul style="list-style-type: none"> reduced rates for calls and SMS to Ukraine 	4ka reduced call and SMS rates to Ukrainian numbers by half reducing the price to 24 €cents per minute and 10 €cents per SMS. 4ka press release (24 Feb. 2022)
Slovenia			

Country	Operator	Type of measure	Details and source
Spain	Telefónica	Adapted tariffs: <ul style="list-style-type: none"> free fixed and mobile calls and SMS to Ukraine free roaming – calls, SMS and data in Ukraine 	Telefónica is providing free calls and text messages to Ukraine and offering free calls and SMS for its customers in Ukraine. Telefónica press release (16 March 2022)
	Orange Spain	Adapted tariffs: <ul style="list-style-type: none"> free calls and SMS to Ukraine 	Orange Spain is providing free calls and SMS to Ukraine for its postpaid customers (Jazztel customers included) Orange Spain press release (25 Feb. 2022) Orange Spain is also providing free calls and SMS for prepaid customers with a limit of 200 mins and SMS per month. Orange Spain webpage
	Vodafone Spain	Adapted tariffs: <ul style="list-style-type: none"> free calls and SMS to Ukraine free roaming – calls, SMS and data in Ukraine	In all its operations across Europe, Vodafone is providing free calls and text messages to Ukraine and offering free roaming for its customers in Ukraine. Vodafone Group press release (16 March 2022)
Sweden	Telia Company	Adapted tariffs: <ul style="list-style-type: none"> free fixed and mobile calls and SMS to Ukraine free roaming – data in Ukraine 	Telia provides free calls to and from Ukraine and free data roaming in Ukraine for Telia customers. Telia Company press release (3 March 2022)
	Tre Sverige (Hutchison)	Adapted tariffs: <ul style="list-style-type: none"> free calls and SMS to Ukraine free roaming – calls and SMS in Ukraine 	Tre provides free calls to and from (roaming) Ukraine. Tre Sverige webpage
		Free SIM cards: <ul style="list-style-type: none"> free pre-paid SIM cards for Ukrainian refugees 	Tre's sub-brand hallon is providing SIM card to Ukrainian refugees.
	Telenor Sweden	Adapted tariffs: <ul style="list-style-type: none"> free calls and SMS to Ukraine free roaming – calls, SMS and MMS in Ukraine 	Telenor provides free calls to and from Ukraine to customers of all its Nordic operations (Norway, Sweden, Denmark and Finland) Telenor webpage (28 Feb. 2022)
Free SIM cards: <ul style="list-style-type: none"> free pre-paid SIM cards for Ukrainian refugees 		Telenor provided to aid organisations 10,000 free prepaid SIM cards for Ukrainian refugees entering into Sweden including 5 GB of data, free calls, SMS and MMS in Sweden and to Ukraine.	
Switzerland	Swisscom	Adapted tariffs: <ul style="list-style-type: none"> free fixed and mobile calls and SMS to Ukraine 	Swisscom will provisionally waive the costs for calls from Switzerland to Ukraine and roaming costs within Ukraine. Swisscom webpage

Country	Operator	Type of measure	Details and source
		<ul style="list-style-type: none"> free roaming – calls, SMS and data in Ukraine 	
		Free SIM cards: <ul style="list-style-type: none"> free pre-paid SIM cards for Ukrainian refugees 	Swisscom put in place a free offer for Ukrainian refugees (beneficiaries need to be 18 years old and have a Swiss residence permit S or intend to apply for one). The offer includes unlimited calls and SMS within Switzerland, from Switzerland to EU and to Belarus, Ukraine, Russia and unlimited data within Switzerland. Swisscom webpage
United Kingdom	BT (EE)	Adapted tariffs: <ul style="list-style-type: none"> free calls and SMS to Ukraine free roaming – calls, SMS and data in Ukraine 	EE made calls, texts and data to and from the region free. Press report (26 Feb. 2022)
	Virgin Media O2 (O2)	Adapted tariffs: <ul style="list-style-type: none"> free calls and SMS to Ukraine free roaming – calls, SMS and data in Ukraine 	Virgin Media O2 removed charges for data use in Ukraine and will also credit charges for calls and texts to and from Ukraine and the UK. These measures apply to all pre-paid and post-paid customers. Virgin Media O2 press release
	Vodafone UK	Adapted tariffs: <ul style="list-style-type: none"> free calls and SMS to Ukraine free roaming – calls, SMS and data in Ukraine 	Vodafone UK made all calls and texts to Ukraine free of charge for UK customers and is waiving all roaming charges for customers within Ukraine. Vodafone UK press release (8 March 2022)
		Free SIM cards: <ul style="list-style-type: none"> free pre-paid SIM cards for Ukrainian refugees 	Vodafone UK is offering free connectivity to 200,000 refugees arriving in the UK from Ukraine through the charities.connected initiative. Vodafone is also launching Tech Appeal for refugees with a donation of 3,000 smartphones (connectivity included) and 1,000 portable power banks. Vodafone UK press release (8 March 2022)
	Hutchison UK (Three)	Adapted tariffs: <ul style="list-style-type: none"> free calls and SMS to Ukraine free roaming – calls, SMS and data in Ukraine 	Three UK removed roaming charges anywhere in Ukraine, as well as charges associated with calls and texts from the UK to Ukraine, which will be credited back to customers' accounts. Three UK press release (10 March 2022)
		Free SIM cards: <ul style="list-style-type: none"> free pre-paid SIM cards for Ukrainian refugees 	From 10 March a free 30-day preloaded Pay as You Go SIM cards are available to any incoming Ukrainian refugees. This includes unlimited domestic calls, text and data for use within the UK. Three UK press release (10 March 2022)