



## Ukraine response – Voluntary measures by European MNOs

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This table shows voluntary measures European mobile network operators (MNOs) are implementing to provide communications assistance to the people affected by the war in Ukraine.

| Country        | Operator                 | Type of measure   | Details and source  |
|----------------|--------------------------|---|---|
| <b>Austria</b> | A1 (Telekom Austria)     | Adapted tariffs: <ul style="list-style-type: none"> <li>free calls and SMS to Ukraine</li> <li>free roaming – calls, SMS and data in Ukraine</li> </ul> | A1 provides free fixed and mobile calls from Austria to Ukraine. A1 also provides free roaming to its customers who are in Ukraine.<br>A1 <a href="#">press release</a> (25 Feb. 2022)  |
|                | Drei Austria (Hutchison) | Adapted tariffs: <ul style="list-style-type: none"> <li>free calls and SMS to Ukraine</li> <li>free roaming – calls and SMS in Ukraine</li> </ul>       | Drei Austria offers all calls and SMS to Ukraine free of charge. Drei also provides free roaming to its customers who are in Ukraine.<br>Drei Austria <a href="#">website</a>   |
|                |                          | Free SIM cards: <ul style="list-style-type: none"> <li>free pre-paid SIM cards for Ukrainian refugees</li> </ul>  | Drei Austria is distributing pre-paid SIM cards at the refugee arrival centres.   |
|                | Magenta (DT)             | Adapted tariffs: <ul style="list-style-type: none"> <li>free calls to Ukraine</li> <li>free roaming – calls and SMS in Ukraine</li> </ul>               | Magenta AT provides free fixed and mobile calls to Ukraine and free roaming to its customers in Ukraine.<br>Magenta <a href="#">website</a>   |
|                |                          | Free SIM cards: <ul style="list-style-type: none"> <li>free pre-paid SIM cards for Ukrainian refugees</li> </ul>  | Magenta AT is donating 15,000 pre-paid SIM cards to Ukrainian refugees through local NGOs containing 1 GB of data, 500 mins and 500 SMS within Austria and free calls to Ukraine.<br>Magenta <a href="#">website</a>                    |
|                |                          | WiFi: <ul style="list-style-type: none"> <li>free WiFi spots</li> </ul>   | Magenta AT is providing 100 free WiFi spots with the cooperation of local NGOs at various refugee transit locations.<br>Magenta <a href="#">website</a>   |
| <b>Belgium</b> | Proximus                 | Adapted tariffs: <ul style="list-style-type: none"> <li>free calls and SMS to Ukraine</li> <li>free roaming – calls, SMS and data in Ukraine</li> </ul> | Proximus made fixed and mobile calls and SMS to Ukraine free of charge for its customers. Proximus customers who are in Ukraine can also communicate free of charge (roaming).<br>Proximus <a href="#">press release</a> (8 March 2022) |

| Country               | Operator  | Type of measure   | Details and source   |
|-----------------------|---|---|--|
|                       |   | Free SIM cards: <ul style="list-style-type: none"> <li>free pre-paid SIM cards for Ukrainian refugees</li> </ul>  | Proximus offers pre-paid cards to Ukrainian refugees with 10 GB of data and unlimited calling and texting in Belgium. Proximus <a href="#">press release</a> (8 March 2022)  |
|                       | Orange Belgium  | Adapted tariffs <ul style="list-style-type: none"> <li>free calls to Ukraine</li> </ul>   | From 28 Feb. 2022 residential and business customers with an Orange postpaid subscription can call fixed and mobile numbers in Ukraine for free. Orange Belgium CEO Twitter <a href="#">post</a> (25 Feb. 2022)<br>Orange <a href="#">post</a> on LinkedIn |
|                       | Base/Telenet  | Adapted tariffs: <ul style="list-style-type: none"> <li>free calls and SMS to Ukraine</li> <li>free roaming – calls, SMS and data in Ukraine</li> </ul>                     | Base/Telenet provides free calls and SMS to Ukraine and free roaming to its customers in Ukraine. Telenet Facebook <a href="#">post</a> (31 March 2022)<br>Telenet Twitter <a href="#">post</a> (31 March 2022)  |
| <b>Bulgaria</b>       | Vivacom   | Adapted tariffs: <ul style="list-style-type: none"> <li>free calls to Ukraine</li> <li>free roaming – calls, SMS and data in Ukraine</li> </ul>                             | Vivacom provides free fixed and mobile calls from Bulgaria to Ukraine. Vivacom <a href="#">press release</a> (25 Feb. 2022)  |
|                       |   | Free SIM cards: <ul style="list-style-type: none"> <li>free pre-paid SIM cards for Ukrainian refugees</li> </ul>  | Vivacom provides free SIM cards to Ukrainian refugees arriving in Bulgaria.  |
|                       |   | Charging points: <ul style="list-style-type: none"> <li>free charging stations</li> </ul>   | Vivacom provides free charging stations to Ukrainian refugees arriving in Bulgaria.  |
|                       | A1 Bulgaria   | Adapted tariffs: <ul style="list-style-type: none"> <li>free calls to Ukraine</li> <li>free roaming – calls, SMS and data in Ukraine</li> </ul>                             | A1 Bulgaria provides free calls (1000 mins per month) to Ukraine and free roaming to its customers in Ukraine. A1 Bulgaria <a href="#">press release</a> (25 Feb. 2022)<br>A1 Bulgaria <a href="#">press release</a> (25 Feb. 2022)                        |
|                       |   | Free SIM cards: <ul style="list-style-type: none"> <li>free pre-paid SIM cards for Ukrainian refugees</li> </ul>  | A1 Bulgaria is donating prepaid cards with mobile internet to refugees from Ukraine. A1 Bulgaria <a href="#">press release</a> (8 March 2022)  |
|                       |   |   |  |
| Yettel Bulgaria (PPF) | Adapted tariffs: <ul style="list-style-type: none"> <li>free calls to Ukraine</li> <li>free roaming – calls, SMS and data in Ukraine</li> </ul> | Yettel Bulgaria provides free calls to Ukraine and free roaming to its customers in Ukraine. Yettel Bulgaria <a href="#">press release</a> (21 March 2022)                  |  |
|                       | Free SIM cards: <ul style="list-style-type: none"> <li>free pre-paid SIM cards for Ukrainian refugees</li> </ul>                                | Yettel is donating prepaid cards with included mobile internet to refugees from Ukraine residing in Bulgaria. Yettel Bulgaria <a href="#">press release</a> (15 March 2022) |  |
| <b>Croatia</b>        | Hrvatski Telekom (DT)   | Adapted tariffs: <ul style="list-style-type: none"> <li>free calls and SMS to Ukraine</li> <li>free roaming – calls, SMS and data in Ukraine</li> </ul>                     | Hrvatski Telekom provides free fixed and mobile calls and SMS to Ukraine and free roaming to its customers in Ukraine. HT Facebook <a href="#">post</a> (25 Feb. 2022)   |

| Country               | Operator                      | Type of measure   | Details and source  |
|-----------------------|-------------------------------|---|---|
|                       |                               | Free SIM cards: <ul style="list-style-type: none"> <li>free pre-paid SIM cards for Ukrainian refugees</li> </ul>  | Hrvatski Telekom provides free SIM cards to Ukrainian refugees arriving in Croatia including 1,000 mins and SMS and 10 GB of data.  |
|                       | A1 Hrvatska (Telekom Austria) | Adapted tariffs: <ul style="list-style-type: none"> <li>free calls and SMS to Ukraine</li> <li>free roaming – calls, SMS and data in Ukraine</li> </ul> | A1 Hrvatska provides free fixed and mobile calls and SMS to Ukraine and free roaming to its customers in Ukraine.<br><a href="#">A1 press release</a> (25 Feb. 2022)  |
|                       |                               | Free SIM cards: <ul style="list-style-type: none"> <li>free pre-paid SIM cards for Ukrainian refugees</li> </ul>  | A1 Hrvatska provides free SIM cards to Ukrainian refugees arriving in Croatia.<br><a href="#">A1 press release</a> (25 Feb. 2022)   |
|                       | Telemach (United Group)       | Adapted tariffs: <ul style="list-style-type: none"> <li>free calls and SMS to Ukraine</li> <li>free roaming – calls, SMS and data in Ukraine</li> </ul> | Telemach Hrvatska provides free fixed and mobile calls to Ukraine and free roaming to its customers in Ukraine.<br>Telemach <a href="#">press release</a> (updated 14 March 2022)   |
| <b>Cyprus</b>         | Cyta                          | Adapted tariffs: <ul style="list-style-type: none"> <li>free calls and SMS to Ukraine</li> </ul>  | Cyta is offering free fixed and mobile calls, as well as free SMS to Ukraine.<br>Cyta <a href="#">Linkedin post</a>   |
|                       | Epic                          | Adapted tariffs: <ul style="list-style-type: none"> <li>free mobile calls and SMS to Ukraine</li> </ul>   | Epic is offering free calls and SMS to Ukraine (valid for the first 300 mins and messages from Cyprus to Ukraine for all post-paid customers).<br>Epic <a href="#">press release</a> (2 March 2022)   |
|                       | Primetel                      | Adapted tariffs: <ul style="list-style-type: none"> <li>free calls to Ukraine</li> </ul>  | Primetel offers free fixed and mobile calls to Ukraine.<br>Primetel <a href="#">press release</a> (28 Feb. 2022)  |
| <b>Czech Republic</b> | Vodafone CZ                   | Adapted tariffs: <ul style="list-style-type: none"> <li>free calls and SMS to Ukraine</li> <li>free roaming – calls, SMS and data in Ukraine</li> </ul> | 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.<br>Vodafone Group <a href="#">website</a> (updated 1 April 2022) |
|                       |                               | Free SIM cards: <ul style="list-style-type: none"> <li>free pre-paid SIM cards for Ukrainian refugees</li> </ul>  | Vodafone CZ provided 1500 pre-paid SIMs with credit of 500 CZK (€20) for distribution to refugees and is preparing to distribute additional 10,000 SIMs with 200 CZK (€8) of credit and 3GB data. It is also collecting donated old phones. These will be distributed through the local NGO partners to Ukrainian refugees. Vodafone CZ will add a pre-paid SIM for each phone (€20 each). Unusable handsets will be recycled, and funds raised donated to support the relief effort.<br>Vodafone Group <a href="#">website</a> (updated 1 April 2022)                    |
|                       | T-Mobile CZ (DT)              | Adapted tariffs: <ul style="list-style-type: none"> <li>free calls and SMS to Ukraine</li> <li>free roaming – calls and SMS in Ukraine</li> </ul>       | T-Mobile CZ provides free mobile calls to Ukraine and free roaming to its customers in Ukraine.   |

| Country | Operator                  | Type of measure   | Details and source   |
|---------|---------------------------|---|--|
|         |                           | Free SIM cards: <ul style="list-style-type: none"> <li>free pre-paid SIM cards for Ukrainian refugees</li> </ul>  | T-Mobile CZ provides free SIM cards to Ukrainian refugees arriving in Czechia including 10 GB of data and SIM cards with 50 mins and 50 SMS.<br>T-Mobile CZ <a href="#">website</a>  |
|         | O2 CZ (PPF)               | Adapted tariffs: <ul style="list-style-type: none"> <li>reduced tariffs for calls to Ukraine</li> <li>reduced tariffs for roaming – calls, SMS and data in Ukraine</li> </ul> | O2 <a href="#">included</a> Ukraine in the EU zone for international roaming (roam like at home applies) and international calls.<br>O2 <a href="#">press release</a> (25 Feb. 2022)   |
|         |                           | Free SIM cards <ul style="list-style-type: none"> <li>free pre-paid SIM cards for Ukrainian refugees</li> </ul>   | O2 is providing free pre-paid SIM cards to Ukrainian refugees.<br>O2 <a href="#">press release</a> (1 March 2022)  |
| Denmark | Telia Danmark             | Adapted tariffs: <ul style="list-style-type: none"> <li>free calls and SMS to Ukraine</li> <li>free roaming – calls and SMS in Ukraine</li> </ul>                             | Telia provides free calls to Ukraine and free roaming in Ukraine for Telia customers.<br>Telia <a href="#">press release</a> (3 March 2022)  |
|         |                           | Free SIM cards: <ul style="list-style-type: none"> <li>free pre-paid SIM cards for Ukrainian refugees</li> </ul>  | Telia DK is part of a joint initiative with 3 other Danish MNOs. Each operator will provide 5,000 SIM-cards allowing Ukrainian refugees to call and text home.<br><a href="#">Telecom industry association</a> (25 March 2022)<br>Usage conditions may vary among operators.   |
|         | Three Denmark (Hutchison) | Adapted tariffs: <ul style="list-style-type: none"> <li>free calls and SMS to Ukraine</li> <li>free roaming – calls and SMS in Ukraine</li> </ul>                             | 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"> <li>free pre-paid SIM cards for Ukrainian refugees</li> </ul>  | Three DK is part of a joint initiative with 3 other Danish MNOs. Each operator will provide 5,000 SIM-cards allowing Ukrainian refugees to call and text home.<br><a href="#">Telecom industry association</a> (25 March 2022)   |
|         | Telenor Denmark           | Adapted tariffs: <ul style="list-style-type: none"> <li>free calls and SMS to Ukraine</li> <li>free roaming – calls and SMS in Ukraine</li> </ul>                             | Telenor provides free calls to Ukraine and free roaming in Ukraine to customers of all its Nordic operations (Norway, Sweden, Denmark and Finland)<br>Telenor <a href="#">website</a> (28 Feb. 2022)   |
|         |                           | Free SIM cards: <ul style="list-style-type: none"> <li>will provide free pre-paid SIM cards for Ukrainian refugees</li> </ul>   | TDC/YouSee is part of a joint initiative with 3 other Danish MNOs. Each operator will provide 5,000 SIM-cards allowing Ukrainian refugees to call and text home.<br><a href="#">Telecom industry association</a> (25 March 2022)<br>Telenor provides free pre-paid 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). |
|         | TDC                       | Free SIM cards: <ul style="list-style-type: none"> <li>will provide free pre-paid SIM cards for Ukrainian refugees</li> </ul>   | TDC/YouSee is part of a joint initiative with 3 other Danish MNOs. Each operator will provide 5,000 SIM-cards allowing Ukrainian refugees to call and text home.<br><a href="#">Telecom industry association</a> (25 March 2022)   |

| Country  | Operator      | Type of measure  | Details and source  |
|--|---------------|--|---|
| Estonia  | Telia Company | Adapted tariffs: <ul style="list-style-type: none"> <li>reduced tariffs for calls and free SMS to Ukraine</li> <li>free roaming – calls, SMS and data in Ukraine</li> </ul>                                | Telia customers in Ukraine can use roaming services (calls, SMS, data) 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 <a href="#">press release</a> (10 March 2022)                                     |
|  |               | Free SIM cards: <ul style="list-style-type: none"> <li>free pre-paid SIM cards for Ukrainian refugees</li> </ul>   | Telia provides 2,000 free pre-paid SIM cards for refugees in Estonia, distributed through a local NGO. Telia <a href="#">press release</a> (3 March 2022)   |
|  | Elisa Eesti   | Adapted tariffs: <ul style="list-style-type: none"> <li>reduced tariffs for calls and free SMS to Ukraine</li> <li>reduced tariffs for roaming – calls and SMS in Ukraine</li> </ul>                       | Elisa was offering free calls and SMS to Ukraine until 14 March 2022 ( <a href="#">press release</a> of 25 Feb. 2022). Elisa also offered free roaming for its customers, including calls and SMS but no data. Elisa applies discounted tariffs of 0.30€/min for calls to Ukraine and €0.11/SMS since 14 March 2022. Elisa also offers reduced roaming tariffs (€0.30/min for receiving and making calls) for its customers in Ukraine. Elisa <a href="#">press release</a> (11 March 2022).  |
|  |               | Free SIM cards: <ul style="list-style-type: none"> <li>free pre-paid SIM cards for Ukrainian refugees</li> </ul>   | Elisa provides 2,000 free pre-paid SIM cards for refugees in Estonia. Elisa <a href="#">press release</a> (11 March 2022)   |
|  | Tele2 Eesti   | Adapted tariffs: <ul style="list-style-type: none"> <li>free (postpaid) and reduced (pre-paid) tariffs for calls and free SMS to Ukraine</li> <li>free roaming – calls, SMS and data in Ukraine</li> </ul> | Tele2 was offering free calls and SMS to Ukraine and free roaming in Ukraine until 16 March 2022 ( <a href="#">press release</a> of 25 Feb. 2022). Tele2 still offers free calls and SMS to Ukraine and free roaming in Ukraine to all its postpaid customers. On 16 March 2022, Tele2 terminated free services for its pre-paid customers due to extensive fraud schemes discovered. For pre-paid customers Tele2 offers reduces tariffs for calls (€30/min) and SMS (€0.09/SMS) to Ukraine. Tele2 <a href="#">press release</a> (16 March 2022) |
|  | Finland       | DNA (Telenor)  | Adapted tariffs: <ul style="list-style-type: none"> <li>free calls and SMS to Ukraine</li> <li>free roaming – calls, SMS and data in Ukraine</li> </ul>   |
| Free SIM cards: <ul style="list-style-type: none"> <li>free pre-paid SIM cards for Ukrainian refugees</li> </ul> |               |  | Telenor provides free pre-paid SIM cards to Ukrainian refugees entering into Finland including €50 of credit.   |
| Telia Finland  |               | Adapted tariffs: <ul style="list-style-type: none"> <li>free calls and SMS to Ukraine</li> </ul>   | Telia Finland provides free mobile calls to Ukraine and free roaming to its customers in Ukraine.   |

| Country   | Operator              | Type of measure   | Details and source  |
|---|-----------------------|---|---|
|   |                       | <ul style="list-style-type: none"> <li>free roaming – calls, SMS and data in Ukraine</li> </ul>   | Telia Finland <a href="#">press release</a> (24 Feb. 2022)  |
|   |                       | Free SIM cards: <ul style="list-style-type: none"> <li>free pre-paid SIM cards for Ukrainian refugees</li> </ul>  | Telia Finland is providing free SIM cards with preloaded credit available through Finnish Migration Service Migri and in Telia shops. Telia Finland <a href="#">press release</a> (3 March 2022)  |
|   | Elisa                 | Adapted tariffs: <ul style="list-style-type: none"> <li>free calls and SMS to Ukraine</li> <li>free roaming – calls, SMS and data in Ukraine</li> </ul> | Elisa provides free calls and SMS to normal priced numbers in Ukraine and free roaming in Ukraine to its post-paid customers. Elisa <a href="#">press release</a> (updated 17 March 2022)   |
| France  | Bouygues Telecom      | Adapted tariffs: <ul style="list-style-type: none"> <li>free calls, SMS and MMS to Ukraine</li> </ul>   | From 21 Feb. 2022 international calls, SMS and MMS sent from Bouygues Telecom network in mainland France to Ukrainian numbers are free of charge. Bouygues Telecom <a href="#">press release</a> (17 March 2022)  |
|   |                       | Free SIM cards: <ul style="list-style-type: none"> <li>free SIM cards for Ukrainian refugees</li> </ul>   | Bouygues Telecom is providing free SIM cards to refugees arriving in France and is sending mobile devices to Ukraine. Bouygues Telecom <a href="#">press release</a> (17 March 2022)  |
|   |                       | WiFi: <ul style="list-style-type: none"> <li>Free WiFi spots</li> </ul>   | Bouygues Telecom provides free WiFi spots at refugee transit sites. Bouygues Telecom <a href="#">press release</a> (17 March 2022)  |
|   | Free Mobile           | Adapted tariffs: <ul style="list-style-type: none"> <li>free calls, SMS and MMS to Ukraine</li> <li>free roaming – calls and SMS in Ukraine</li> </ul>  | From 28 Feb. 2022 Free Mobile provides free international calls, SMS and MMS from Free mobile network in mainland France to Ukrainian numbers. Free Mobile also provides free roaming (incoming and outgoing calls and SMS) to its customers in Ukraine. Free Mobile <a href="#">press release</a> (28 Feb. 2022) |
|   |                       | Free SIM cards: <ul style="list-style-type: none"> <li>free SIM cards for Ukrainian refugees</li> </ul>   | Free Mobile offers a free mobile monthly plan to Ukrainian refugees including unlimited calls to Ukraine, 4h of calls to mainland France and Poland and 10 GB of data. Free Mobile <a href="#">press release</a> (29 March 2022)  |
|   | Orange                | Adapted tariffs: <ul style="list-style-type: none"> <li>free calls, SMS and MMS to Ukraine</li> </ul>   | 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 <a href="#">website</a>   |
|   | SFR (Altice)          | Adapted tariffs: <ul style="list-style-type: none"> <li>free mobile calls, SMS and MMS to Ukraine</li> </ul>  | From 21 Feb. 2022 international calls, SMS and MMS sent from SFR and Red mobile networks in mainland France to Ukrainian numbers are free of charge. SFR <a href="#">website</a>  |
| Free SIM cards: <ul style="list-style-type: none"> <li>free SIM cards for Ukrainian refugees</li> </ul> |                       | SFR offers a 20,000 SIM cards including calls, SMS and mobile data. SFR <a href="#">press release</a> (29 March 2022)                                   |   |
| Germany   | Deutsche Telekom (DT) | Adapted tariffs: <ul style="list-style-type: none"> <li>free calls and SMS to Ukraine</li> </ul>  | Calls and text messages to Ukraine are free of charge from DT's fixed and mobile networks.  |

| Country | Operator        | Type of measure   | Details and source   |
|---------|-----------------|---|--|
|         |                 | <ul style="list-style-type: none"> <li>free roaming – calls, SMS and data in Ukraine</li> </ul>   | Customers who are in Ukraine will not incur any roaming charges. DT <a href="#">press release</a> (25 Feb. 2022)   |
|         |                 | Adapted tariffs: <ul style="list-style-type: none"> <li>free calls from public payphones to Ukraine</li> </ul>  | Calls to Ukraine are free of charge until further notice from approximately 14,000 public payphones in Germany. DT <a href="#">press release</a> (4 March 2022)  |
|         |                 | Free SIM cards: <ul style="list-style-type: none"> <li>free SIM cards for Ukrainian refugees with unlimited data, calls and SMS</li> </ul>              | DT is providing free SIM cards with unlimited data and telephony via official aid organisations in coordination with the Federal Office for Migration and Refugees. DT <a href="#">press release</a> (3 March 2022)      |
| Germany | Vodafone        | Adapted tariffs: <ul style="list-style-type: none"> <li>free calls and SMS to Ukraine</li> <li>free roaming – calls, SMS and data in Ukraine</li> </ul> | 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 <a href="#">website</a> (updated 1 April 2022) |
|         |                 | Free SIM cards: <ul style="list-style-type: none"> <li>free pre-paid SIM cards for Ukrainian refugees</li> </ul>  | Vodafone Germany has provided 100,000 SIM cards free of charge to refugees and is preparing another 1m SIM cards. Vodafone Group <a href="#">website</a> (updated 1 April 2022)  |
|         |                 | WiFi: <ul style="list-style-type: none"> <li>Free WiFi spots</li> </ul>   | Vodafone Germany is providing 1,500 GigaCubes to refugee homes that can be used by up to 200 people simultaneously. Vodafone Group <a href="#">website</a> (updated 1 April 2022)  |
| Germany | Telefónica      | Adapted tariffs: <ul style="list-style-type: none"> <li>free calls and SMS to Ukraine</li> <li>free roaming – calls, SMS and data in Ukraine</li> </ul> | Telefónica provides international calls and SMS between Germany and Ukraine for all its customers, as well as free roaming for its customers in Ukraine. Telefónica <a href="#">press release</a> (16 March 2022)        |
|         |                 | Free SIM cards: <ul style="list-style-type: none"> <li>free pre-paid SIM cards for Ukrainian refugees</li> </ul>  | Telefónica Germany is providing 10,000 free prepaid SIM cards. Telefónica Germany <a href="#">press release</a> (4 March 2022)   |
|         |                 | WiFi: <ul style="list-style-type: none"> <li>Free WiFi spots</li> </ul>   | Telefónica Germany is providing 2,000 free Wi-Fi routers. Telefónica Germany <a href="#">press release</a> (4 March 2022)  |
| Greece  | Vodafone Greece | Adapted tariffs: <ul style="list-style-type: none"> <li>free calls and SMS to Ukraine</li> <li>free roaming – calls, SMS and data in Ukraine</li> </ul> | 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 <a href="#">website</a> (updated 1 April 2022) |
|         |                 | Adapted tariffs: <ul style="list-style-type: none"> <li>free calls to Ukraine</li> <li>free roaming – calls, SMS and data in Ukraine</li> </ul>         | OTE/Cosmote provides free calls to Ukraine and free roaming to its customers in Ukraine.   |
|         |                 | Adapted tariffs: <ul style="list-style-type: none"> <li>free calls from public payphones to Ukraine</li> </ul>  | Calls to Ukraine from OTE public payphones in Greece are free of charge until further notice.  |

| Country  | Operator            | Type of measure   | Details and source   |
|--|---------------------|---|--|
|  |                     | WiFi: <ul style="list-style-type: none"> <li>Free WiFi spots</li> </ul>   | OTE is providing free WiFi spots with the cooperation of local NGOs at various refugee transit locations.  |
|  | WIND Hellas         | Adapted tariffs: <ul style="list-style-type: none"> <li>free calls to Ukraine</li> </ul>  | WIND Hellas provides free calls to fixed and mobile numbers in Ukraine. Valid for all mobile and fixed subscribers.<br>WIND Hellas LinkedIn <a href="#">post</a>   |
| <b>Hungary</b>   | Magyar Telekom (DT) | Adapted tariffs: <ul style="list-style-type: none"> <li>free calls and SMS to Ukraine</li> <li>free roaming – calls, SMS and data in Ukraine</li> </ul>                       | 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.<br>Magyar Telekom <a href="#">website</a>   |
|  |                     | Free SIM cards: <ul style="list-style-type: none"> <li>free pre-paid SIM cards for Ukrainian refugees</li> </ul>  | 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.<br>Magyar Telekom <a href="#">website</a><br>Telekom’s Mobildonor program also offers 5,000 mobile devices with pre-paid SIM cards. The donation contains 4,100 mobile phones and 900 smart devices, which will be distributed in partnership with a local NGO.<br>Magyar Telekom <a href="#">press release</a> (3 March 2022) |
|  |                     | WiFi: <ul style="list-style-type: none"> <li>Free WiFi spots</li> </ul>   | Magyar Telekom is providing 16 free WiFi spots at various refugee transit locations.<br>Magyar Telekom <a href="#">press release</a> (3 March 2022)  |
|  |                     | Network capacity: <ul style="list-style-type: none"> <li>mobile sites at border crossings</li> </ul>  | Magyar Telekom set up mobile base stations at key border crossing points to meet the extra demand.<br>Magyar Telekom <a href="#">press release</a> (3 March 2022)  |
|  | Vodafone Hungary    | Adapted tariffs: <ul style="list-style-type: none"> <li>free calls and SMS to Ukraine</li> <li>free roaming – calls, SMS and data in Ukraine</li> </ul>                       | 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.<br>Vodafone Group <a href="#">website</a> (updated 1 April 2022)  |
|  |                     | Free SIM cards: <ul style="list-style-type: none"> <li>free pre-paid SIM cards for Ukrainian refugees</li> </ul>  | Vodafone Hungary handed out approx. 5,000 SIMs on the Ukrainian border.<br>Vodafone Group <a href="#">website</a> (updated 1 April 2022)   |
| Network capacity: <ul style="list-style-type: none"> <li>mobile sites at border crossings</li> </ul> |                     | Cells on wheels have been deployed at key border crossing points by Vodafone Hungary to ensure connectivity.<br>Vodafone Group <a href="#">website</a> (updated 1 April 2022) |  |
| Charging points: <ul style="list-style-type: none"> <li>free charging stations</li> </ul>            |                     | Vodafone Hungary is providing free charging stations at various refugee transit locations.<br>Vodafone Group <a href="#">website</a> (updated 1 April 2022)                   |  |
|  |                     | WiFi: <ul style="list-style-type: none"> <li>Free WiFi spots</li> </ul>   | Vodafone Hungary is providing free WiFi spots at various refugee transit locations.  |



| Country        | Operator                  | Type of measure   | Details and source   |
|----------------|---------------------------|---|--|
|                |                           |   | Vodafone Group <a href="#">website</a> (updated 1 April 2022)  |
|                | Yettel Hungary            | Adapted tariffs: <ul style="list-style-type: none"> <li>free calls to Ukraine</li> <li>free roaming – calls, SMS and data in Ukraine</li> </ul>         | 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 <a href="#">press release</a> (7 March 2022)                    |
|                |                           | Free SIM cards: <ul style="list-style-type: none"> <li>free pre-paid SIM cards for Ukrainian refugees</li> </ul>  | Yettel Hungary is providing more than 40,000 free SIM cards to Ukrainian refugees, including 5 GB 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 <a href="#">press release</a> (4 March 2022) |
|                |                           | WiFi: <ul style="list-style-type: none"> <li>Free WiFi spots</li> </ul>   | Yettel Hungary is providing free WiFi spots at various refugee transit locations. Yettel Hungary <a href="#">press release</a> (4 March 2022)  |
|                | DIGIMobil                 | Adapted tariffs: <ul style="list-style-type: none"> <li>free calls to Ukraine</li> </ul>  | DIGIMobil is not charging for calls from its Hungarian network to basic rate fixed and mobile numbers in Ukraine. DIGIMobil <a href="#">website</a>  |
| <b>Ireland</b> | Vodafone Ireland          | Adapted tariffs: <ul style="list-style-type: none"> <li>free calls and SMS to Ukraine</li> <li>free roaming – calls, SMS and data in Ukraine</li> </ul> | 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 <a href="#">website</a> (updated 1 April 2022)   |
|                |                           | Free SIM cards: <ul style="list-style-type: none"> <li>free pre-paid SIM cards for Ukrainian refugees</li> </ul>  | 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 <a href="#">website</a> (updated 1 April 2022)                             |
|                | Three Ireland (Hutchison) | Adapted tariffs: <ul style="list-style-type: none"> <li>free calls and SMS to Ukraine</li> <li>free roaming – calls, SMS and data in Ukraine</li> </ul> | 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 <a href="#">post</a> (25 Feb. 2022)   |
|                | Eir                       | Adapted tariffs: <ul style="list-style-type: none"> <li>free calls and SMS to Ukraine</li> <li>free roaming – calls, SMS and data in Ukraine</li> </ul> | Eir made calls and texts to Ukraine free of charge for its customers and provides free roaming to Eir customers in Ukraine. Eir Twitter <a href="#">post</a> (26 Feb. 2022)  |
|                |                           | Free SIM cards: <ul style="list-style-type: none"> <li>free pre-paid SIM cards for Ukrainian refugees</li> </ul>  | Eir is providing refugees arriving at the Dublin airport with free pre-paid SIM cards. Eir Twitter <a href="#">post</a> (10 March 2022)  |
| <b>Italy</b>   | Telecom Italia (TIM)      | Adapted tariffs: <ul style="list-style-type: none"> <li>free calls and data for Ukraine nationals</li> </ul>  | Unlimited data and calls were available for Ukraine nationals from 28 Feb. 2022 for a week. TIM <a href="#">press release</a> (27 Feb. 2022)   |

| Country          | Operator            | Type of measure   | Details and source   |
|------------------|---------------------|---|--|
|                  | Vodafone Italy      | Adapted tariffs: <ul style="list-style-type: none"> <li>free calls and SMS to Ukraine</li> <li>free roaming – calls, SMS and data in Ukraine</li> </ul> | 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 <a href="#">website</a> (updated 1 April 2022)   |
|                  |                     | Free SIM cards: <ul style="list-style-type: none"> <li>free pre-paid SIM cards for Ukrainian refugees</li> </ul>  | Vodafone Italy provided 200 SIM cards for Ukrainian refugees who are arriving in Italy. It is also providing Ukrainian charity "Mama I nemovlyda" (Mother & Child) with up to 1.2K SIM cards with free data and 200 mobile phones. Vodafone Group <a href="#">website</a> (updated 1 April 2022) |
|                  | WINDTRE (Hutchison) | Adapted tariffs: <ul style="list-style-type: none"> <li>free calls for Ukrainian nationals to Ukrainian MNO Kyivstar</li> </ul>                         | WINDTRE made available to Ukrainian nationals unlimited free minutes to the Ukrainian MNO Kyivstar MNO. WINDTRE <a href="#">website</a> (2 March 2022)   |
|                  | Iliad               | Adapted tariffs: <ul style="list-style-type: none"> <li>free calls and SMS to Ukraine</li> <li>free roaming – calls, SMS and data in Ukraine</li> </ul> | Iliad is offering its subscribers free calls and SMS from Italy to Ukraine and free roaming in Ukraine. Iliad <a href="#">press release</a> (1 March 2022)   |
|                  | Fastweb             | Adapted tariffs: <ul style="list-style-type: none"> <li>free calls and SMS to Ukraine</li> <li>free roaming – calls, SMS and data in Ukraine</li> </ul> | Fastweb is its offering its subscribers free calls and SMS from Italy to Ukraine and free roaming in Ukraine. Fastweb <a href="#">press release</a> (25 Feb. 2022)   |
| <b>Latvia</b>    | LMT                 | Adapted tariffs: <ul style="list-style-type: none"> <li>free calls to Ukraine</li> <li>free roaming – calls and data in Ukraine</li> </ul>              | 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 <a href="#">twitter post</a> (24 Feb. 2022)  |
|                  | Tele2 Latvia        | Adapted tariffs: <ul style="list-style-type: none"> <li>free calls to Ukraine</li> <li>free roaming – data in Ukraine</li> </ul>                        | Tele2 Latvia provides free calls to Ukraine and free roaming to its customers in Ukraine. Tele2 <a href="#">press release</a> (24 Feb. 2022)   |
|                  |                     | Free SIM cards: <ul style="list-style-type: none"> <li>free pre-paid SIM cards for Ukrainian refugees</li> </ul>  | Tele2 Latvia is providing 10,000 SIM cards to Ukrainian refugees arriving in Latvia. Tele2 <a href="#">press release</a> (27. Feb. 2022)   |
|                  | Bite Latvia         | Free SIM cards: <ul style="list-style-type: none"> <li>free pre-paid SIM cards for Ukrainian refugees</li> </ul>  | Bite provided 10,000 SIM cards to Ukrainian refugees arriving in Latvia. Bite Latvia <a href="#">press release</a> (17 March 2022)   |
| <b>Lithuania</b> | Telia Lithuania     | Adapted tariffs: <ul style="list-style-type: none"> <li>free calls and SMS to Ukraine</li> <li>free roaming – calls, SMS and data in Ukraine</li> </ul> | Telia provides free calls to Ukraine and free data roaming in Ukraine for Telia customers. Telia <a href="#">press release</a> (3 March 2022)  |
|                  |                     | Free SIM cards: <ul style="list-style-type: none"> <li>free pre-paid SIM cards for Ukrainian refugees</li> </ul>  | 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 <a href="#">press release</a> (3 March 2022)                                    |

| Country            | Operator          | Type of measure   | Details and source   |
|--------------------|-------------------|---|--|
|                    | Bite Lithuania    | Adapted tariffs: <ul style="list-style-type: none"> <li>free calls and SMS to Ukraine</li> <li>free roaming – calls and SMS Ukraine</li> </ul>                | Bite provides free calls to Ukraine and free roaming (calls and SMS) in Ukraine for its customers.<br>Bite <a href="#">press release</a> (24 Feb. 2022)  |
|                    |                   | Free SIM cards: <ul style="list-style-type: none"> <li>free pre-paid SIM cards for Ukrainian refugees</li> </ul>  | Bite is donating 30,000 free pre-paid SIM cards to Ukrainian refugees arriving in Lithuania. It will also install 300 home internet points throughout Lithuania for use by refugees.<br>Bite <a href="#">press release</a> (8 March 2022)                                |
|                    | Tele2 Lithuania   | Adapted tariffs: <ul style="list-style-type: none"> <li>reduced tariffs for calls and SMS to Ukraine</li> <li>free roaming – calls and SMS Ukraine</li> </ul> | Tele2 <a href="#">was offering</a> free calls and SMS to Ukraine until 31 March 2022. To ensure long term sustainability from 1 April 2022 Tele2 offers reduced tariffs for calls (€0.05/min) and SMS (€0.1/SMS).<br>Tele2 <a href="#">press release</a> (30 March 2022) |
|                    |                   | Free SIM cards: <ul style="list-style-type: none"> <li>free pre-paid SIM cards for Ukrainian refugees</li> </ul>  | Tele2 is donating 30,000 pre-paid SIM cards to refugees arriving in Lithuania. The SIM cards include unlimited free calls, SMS and data in Lithuania for three months and 60 mins of calls per month to Ukraine.<br>Tele2 <a href="#">press release</a> (26 Feb. 2022)   |
| <b>Luxembourg</b>  | Orange Luxembourg | Adapted tariffs: <ul style="list-style-type: none"> <li>free calls and SMS to Ukraine</li> <li>free roaming – calls, SMS and data in Ukraine</li> </ul>       | Orange Luxembourg is providing free calls and text messages to Ukraine and free roaming for its customers in Ukraine.  |
|                    | POST Luxembourg   | Adapted tariffs: <ul style="list-style-type: none"> <li>free calls and SMS to Ukraine</li> <li>free roaming – calls, SMS and data in Ukraine</li> </ul>       | POST Luxembourg is offering free calls and SMS to Ukraine.<br>POST Luxembourg <a href="#">press release</a> (19 March 2022)  |
|                    |                   | Free SIM cards: <ul style="list-style-type: none"> <li>free mobile subscriptions for Ukrainian refugees</li> </ul>  | Post Luxembourg offers registered refugees a free mobile subscription with free calls, SMS and data in Luxembourg and free calls to Ukraine.<br>POST Luxembourg <a href="#">press release</a> (19 March 2022)  |
|                    | Tango             | Adapted tariffs: <ul style="list-style-type: none"> <li>free calls to Ukraine</li> <li>free roaming – calls in Ukraine</li> </ul>                             | Tango is providing free calls to Ukraine and free roaming for its customers in Ukraine.<br>Tango <a href="#">website</a>   |
| <b>Malta</b>       | GO                | Adapted tariffs: <ul style="list-style-type: none"> <li>free calls and SMS to Ukraine</li> <li>€100 credit for customers roaming in Ukraine</li> </ul>        | Go is providing free calls and text messages to Ukraine. 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.<br>GO <a href="#">website</a>  |
|                    | Epic              | Adapted tariffs: <ul style="list-style-type: none"> <li>free calls and SMS to Ukraine</li> <li>free roaming – calls, SMS and data in Ukraine</li> </ul>       | Epic is providing free calls and SMS to Ukraine and free roaming for its customers in Ukraine.<br>Epic Facebook <a href="#">post</a> (27 Feb. 2022)  |
| <b>Netherlands</b> | KPN               | Adapted tariffs:  |  |

| Country | Operator                  | Type of measure  | Details and source  |
|---------|---------------------------|--|---|
|         |                           | <ul style="list-style-type: none"> <li>free calls and SMS to Ukraine</li> <li>free roaming – calls, SMS and data in Ukraine</li> </ul>   | <p>KPN does 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 in Ukraine. KPN <a href="#">press release</a> (28. Feb. 2022)</p>  |
|         |                           | <p>Free SIM cards:</p> <ul style="list-style-type: none"> <li>free pre-paid SIM cards for Ukrainian refugees</li> </ul>  |   |
|         | T-Mobile (includes Tele2) | <p>Adapted tariffs:</p> <ul style="list-style-type: none"> <li>free calls and SMS to Ukraine</li> <li>free roaming – calls and SMS in Ukraine</li> </ul>                         | <p>T-Mobile is providing free calls and SMS to Ukraine and free roaming for its customers in Ukraine. This applies at least until July 2022 for all T-Mobile brands, including Ben, Simpel and Tele2, for both professional and private users. T-Mobile <a href="#">press release</a> (23 March 2022)</p>   |
|         | VodafoneZiggo             | <p>Adapted tariffs:</p> <ul style="list-style-type: none"> <li>free mobile calls and SMS to Ukraine</li> <li>free roaming – calls, SMS and data in Ukraine</li> </ul>            | <p>VodafoneZiggo is providing free calls and SMS to Ukraine and free roaming for its customers in Ukraine. VodafoneZiggo <a href="#">press release</a> (25 February 2022)</p>   |
|         |                           | <p>Free SIM cards:</p> <ul style="list-style-type: none"> <li>provides free pre-paid SIM cards for Ukrainian refugees</li> </ul>   | <p>VodafoneZiggo is providing free SIM cards to Ukrainian refugees arriving in the Netherlands.</p>   |
| Norway  | Telenor                   | <p>Adapted tariffs:</p> <ul style="list-style-type: none"> <li>free calls and SMS to Ukraine</li> <li>free roaming – calls and SMS in Ukraine</li> </ul>                         | <p>Telenor provides free calls to Ukraine and free roaming in Ukraine to customers of all its Nordic operations (Norway, Sweden, Denmark and Finland). Telenor <a href="#">website</a> (28 Feb. 2022)</p>   |
|         |                           | <p>Free SIM cards:</p> <ul style="list-style-type: none"> <li>free pre-paid SIM cards for Ukrainian refugees</li> </ul>  | <p>Telenor provides free pre-paid SIM cards to Ukrainian refugees entering Norway including a voice (NOK 250) and data (100 GB) package. Telenor <a href="#">website</a></p>  |
|         | Telia Norway              | <p>Adapted tariffs:</p> <ul style="list-style-type: none"> <li>free calls and SMS to Ukraine</li> <li>free roaming – calls, SMS and data in Ukraine</li> </ul>                   | <p>Telia provides free calls to and from Ukraine and free roaming in Ukraine for Telia customers. Telia Norway <a href="#">website</a></p>  |
|         |                           | <p>Free SIM cards:</p> <ul style="list-style-type: none"> <li>free pre-paid SIM cards for Ukrainian refugees</li> </ul>  | <p>Telia provides through its sub-brand Mycall free SIM cards to Ukrainian refugees with free calls to Ukraine and 100 GB of data. Mycall <a href="#">website</a></p>   |
| Poland  | Orange Polska             | <p>Adapted tariffs:</p> <ul style="list-style-type: none"> <li>reduced tariffs for mobile calls to Ukraine</li> <li>free roaming – data for certain offers in Ukraine</li> </ul> | <p>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 <a href="#">website</a></p> |
|         |                           | <p>Adapted tariffs for Ukrainian citizens:</p> <ul style="list-style-type: none"> <li>free calls to Ukraine</li> <li>free data</li> </ul>  | <p>Orange post-paid customers of Ukrainian nationality receive free 200 mins for calls to Ukraine.</p>  |

| Country | Operator      | Type of measure   | Details and source   |
|---------|---------------|---|--|
|         |               |   | Orange pre-paid and post-paid customers of Ukrainian nationality receive free 10 GB package.<br>Orange Polska <a href="#">website</a>  |
|         |               | Free SIM cards: <ul style="list-style-type: none"> <li>free pre-paid SIM cards for Ukrainian nationals</li> </ul>   | 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.<br>Orange Polska <a href="#">website</a>   |
|         |               | Network capacity: <ul style="list-style-type: none"> <li>mobile sites at border crossings</li> </ul>  | Orange Polska built three mobile sites and expanded five 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).<br>Orange Polska CEO Julien Ducarroz <a href="#">Twitter post</a> (11 March 2022) |
|         |               | WiFi: <ul style="list-style-type: none"> <li>Free WiFi spots</li> </ul>   | Orange Polska is providing 8 free WiFi spots at refugee reception points.<br>Orange Polska CEO Julien Ducarroz <a href="#">Twitter post</a> (11 March 2022)  |
|         | T-Mobile (DT) | Adapted tariffs: <ul style="list-style-type: none"> <li>Free calls and SMS to Ukraine</li> <li>free roaming – calls, SMS and data in Ukraine</li> </ul>     | 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.<br>T-Mobile <a href="#">website</a>   |
|         |               | Free SIM cards: <ul style="list-style-type: none"> <li>free pre-paid SIM cards for Ukrainian refugees</li> </ul>  | 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 of calls in Poland and 10 GB of mobile data.<br>T-Mobile <a href="#">website</a>      |
|         |               | Network capacity: <ul style="list-style-type: none"> <li>mobile sites at border crossings</li> </ul>  | Together with Orange, T-Mobile is boosting network capacity in overcrowded areas along the Polish-Ukrainian border (the operators share transmitters).   |
|         |               | WiFi: <ul style="list-style-type: none"> <li>Free WiFi spots</li> </ul>   | T-Mobile is providing 8 free WiFi spots at various refugee transit locations.  |
|         | Play          | Adapted tariffs: <ul style="list-style-type: none"> <li>free roaming – calls and SMS in Ukraine</li> <li>reduced data roaming tariffs in Ukraine</li> </ul> | Play introduced free roaming in Ukraine for calls and SMS and reduced data roaming rates to the same rate as in the EU.<br>Play <a href="#">press release</a> (5 March 2022)   |
|         |               | Free SIM cards: <ul style="list-style-type: none"> <li>free pre-paid SIM cards for Ukrainian refugees</li> </ul>  | Play introduced a free SIM starter pack (distributed 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.<br>Play <a href="#">press release</a> (5 March 2022)                               |
|         |               | WiFi: <ul style="list-style-type: none"> <li>Free WiFi spots</li> </ul>   | 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.  |

| Country         | Operator              | Type of measure   | Details and source   |
|-----------------|-----------------------|---|--|
|                 |                       |   | Play <a href="#">press release</a> (5 March 2022)  |
|                 |                       | Charging points: <ul style="list-style-type: none"> <li>free charging stations</li> </ul>   | 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 <a href="#">press release</a> (5 March 2022)   |
|                 | Plus                  | Adapted tariffs: <ul style="list-style-type: none"> <li>Free calls and SMS to Ukraine</li> <li>Free data</li> </ul>                                     | Plus is offering 500 mins of calls to Kyjivstar, 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 <a href="#">press release</a> (24 Feb. 2022)                         |
|                 |                       | SIM cards: <ul style="list-style-type: none"> <li>Pre-paid SIM cards for Ukrainian nationals for reduced price (PLN 35 – €7.5)</li> </ul>               | 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 Kyjivstar, Vodafone and Lifecell mobile networks).   |
|                 | UPC                   | Adapted tariffs: <ul style="list-style-type: none"> <li>Free calls and SMS to Ukraine</li> <li>Free internet access and TV services</li> </ul>          | UPC introduced 120 minute 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 <a href="#">press release</a> (5 March 2022) |
|                 |                       | WiFi: <ul style="list-style-type: none"> <li>free WiFi spots</li> </ul>   | 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 <a href="#">press release</a> (5 March 2022)  |
|                 |                       | Charging points: <ul style="list-style-type: none"> <li>free charging stations</li> </ul>   | 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 <a href="#">press release</a> (5 March 2022)   |
| <b>Portugal</b> | MEO (Altice Portugal) | Adapted tariffs: <ul style="list-style-type: none"> <li>reduced tariffs for calls to Ukraine</li> </ul>   | MEO offered all its customers 200 mins of international mobile calls to Ukraine free of charge until 15 March 2022. From 16 March, MEO offers reduced tariffs for calls to Ukraine. Altice Portugal <a href="#">LinkedIn post</a>  |
|                 | Vodafone Portugal     | Adapted tariffs: <ul style="list-style-type: none"> <li>free calls and SMS to Ukraine</li> <li>free roaming – calls, SMS and data in Ukraine</li> </ul> | 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 <a href="#">website</a> (updated 1 April 2022)   |

| Country   | Operator  | Type of measure  | Details and source   |
|---|---|--|--|
| Romania   | Orange Romania  | Adapted tariffs: <ul style="list-style-type: none"> <li>free calls and SMS to Ukraine</li> <li>free roaming – calls, SMS and data in Ukraine</li> </ul>                                      | Orange Romania is providing free calls and text messages to Ukraine and free roaming for its customers in Ukraine.<br>Orange Romania <a href="#">website</a>   |
|   |   | Free SIM cards: <ul style="list-style-type: none"> <li>free pre-paid SIM cards for Ukrainian refugees</li> </ul>   | Free pre-paid SIM cards are distributed by Orange representatives at certain border crossing points including free outgoing calls to Ukraine, unlimited minutes and SMS in the Orange Romania network, 2000 national minutes or SMS, out of which 300 minutes or SMS are also international in EU and 6 GB of national data.<br>Orange Romania <a href="#">website</a> |
|   | Vodafone Romania  | Adapted tariffs: <ul style="list-style-type: none"> <li>free calls and SMS to Ukraine</li> <li>free roaming – calls, SMS and data in Ukraine</li> </ul>                                      | 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.<br>Vodafone Group <a href="#">website</a> (updated 1 April 2022)  |
|   |   | Free SIM cards: <ul style="list-style-type: none"> <li>free pre-paid SIM cards for Ukrainian refugees</li> </ul>   | Vodafone Romania configured 48.4k SIMs with 30 international mins bolt-on towards Ukraine, 200 international mins, 10 GB 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.<br>Vodafone Group <a href="#">website</a> (updated 1 April 2022)       |
|   |   | Network capacity: <ul style="list-style-type: none"> <li>mobile sites at border crossings</li> </ul>   | Cells on Wheels have been deployed at key border crossing points by Vodafone Romania to ensure connectivity.<br>Vodafone Group <a href="#">website</a> (updated 1 April 2022)  |
|   |   | Charging points: <ul style="list-style-type: none"> <li>free charging stations</li> </ul>  | Vodafone Romania is providing free charging stations at various refugee transit locations.<br>Vodafone Group <a href="#">website</a> (updated 1 April 2022)  |
| WiFi: <ul style="list-style-type: none"> <li>free WiFi spots</li> </ul> | Vodafone Romania is providing free WiFi spots at various refugee transit locations.<br>Vodafone Group <a href="#">website</a> (updated 1 April 2022)    |  |  |
| Telekom Romania   | Adapted tariffs: <ul style="list-style-type: none"> <li>free calls and SMS to Ukraine</li> <li>free roaming – calls, SMS and data in Ukraine</li> </ul> | Telekom Romania is providing free calls and text messages to Ukraine and offering free roaming for its customers in Ukraine.<br>Telekom Romania <a href="#">press release</a> (4 March 2022) |  |
|   | Free SIM cards: <ul style="list-style-type: none"> <li>free pre-paid SIM cards for Ukrainian refugees</li> </ul>  | Telekom Romania is providing free pre-paid starters with data credit and free voice and SMS to Ukrainian refugees.   |  |
| Digi Romania  | Adapted tariffs: <ul style="list-style-type: none"> <li>free calls and SMS to Ukraine</li> </ul>  | DigiRomania is offering free calls and SMS to the major mobile operators in Ukraine.<br>Digi Facebook <a href="#">post</a> (15 March 2022)   |  |
| Slovakia  | Slovak Telekom (DT)   | Adapted tariffs: <ul style="list-style-type: none"> <li>reduced tariffs for calls and SMS to Ukraine</li> </ul>  | Slovak Telekom was providing free calls and SMS to Ukraine and free calls and SMS for its customers in Ukraine until 31 March 2022.  |

| Country | Operator         | Type of measure  | Details and source   |
|---------|------------------|--|--|
|         |                  | <ul style="list-style-type: none"> <li>reduced roaming tariffs – calls and SMS in Ukraine</li> </ul>   | <p>From 1 April 2022 Slovak Telekom is offering reduced tariffs for calls and SMS to Ukraine (€0.08/min or SMS). It is also offering reduced tariffs for roaming in Ukraine (€0.75/min for outgoing calls and €0.05 for SMS and €0.25 for incoming calls)</p> <p>Slovak Telekom <a href="#">website</a></p>                  |
|         |                  | <p>Free SIM cards:</p> <ul style="list-style-type: none"> <li>free pre-paid SIM cards for Ukrainian refugees</li> </ul>  | <p>Slovak Telekom provides free pre-paid SIM cards to Ukrainian refugees entering Slovakia including unlimited calls to Ukraine and €10 credit.</p> <p>Slovak Telekom <a href="#">press release</a> (4 March 2022)</p>   |
|         |                  | <p>Network capacity:</p> <ul style="list-style-type: none"> <li>mobile sites at border crossings</li> </ul>  | <p>Slovak Telekom is increasing its network capacity at border crossings with Ukraine.</p> <p>Slovak Telekom <a href="#">press release</a> (4 March 2022)</p>  |
|         |                  | <p>WiFi:</p> <ul style="list-style-type: none"> <li>free WiFi spots</li> </ul>   | <p>Slovak Telekom is providing free WiFi spots at various refugee transit locations.</p> <p>Slovak Telekom <a href="#">press release</a> (4 March 2022)</p>  |
|         | Orange Slovensko | <p>Adapted tariffs:</p> <ul style="list-style-type: none"> <li>free calls and SMS to Ukraine</li> <li>free roaming – calls, SMS and data in Ukraine</li> </ul>                           | <p>Orange Slovensko is providing free calls to Ukraine as well as free roaming to its customers in Ukraine.</p> <p>Orange <a href="#">website</a></p>  |
|         |                  | <p>Free SIM cards:</p> <ul style="list-style-type: none"> <li>free pre-paid SIM cards for Ukrainian refugees</li> </ul>  | <p>Orange Slovensko is providing free pre-paid SIM cards to Ukrainian refugees including 10 GB of data and €2 credit for calls and SMS (calls to Ukraine are free).</p> <p>Orange <a href="#">website</a></p>  |
|         | O2               | <p>Adapted tariffs:</p> <ul style="list-style-type: none"> <li>reduced rates for calls and SMS to Ukraine</li> <li>reduced rates for roaming – calls, SMS and data in Ukraine</li> </ul> | <p>O2 customers and its branded operator Radosť customers can call and send SMS to Ukraine at national prices. Likewise, customers located in Ukraine who use roaming from O2 or Radosť can call, send messages and use data as if they were located in the territory of EU countries.</p> <p>O2 <a href="#">website</a></p> |
|         |                  | <p>Free SIM cards:</p> <ul style="list-style-type: none"> <li>free pre-paid SIM cards for Ukrainian refugees</li> </ul>  | <p>O2 is providing free SIM cards to Ukrainian citizens including €5 credit and 15 GB of data per month.</p> <p>O2 <a href="#">website</a></p>   |
|         | 4ka              | <p>Adapted tariffs:</p> <ul style="list-style-type: none"> <li>reduced rates for calls and SMS to Ukraine</li> </ul>   | <p>4ka reduced call and SMS rates to Ukrainian numbers by half reducing the price to 24 €cents per minute and 10 €cents per SMS.</p> <p>4ka <a href="#">press release</a> (24 Feb. 2022)</p>   |
|         |                  | <p>Network capacity:</p> <ul style="list-style-type: none"> <li>mobile sites at border crossings</li> </ul>  | <p>4ka brought a portable transmitter to a border crossing to strengthen mobile signal.</p> <p>4ka Facebook <a href="#">post</a> (28 Feb. 2022)</p>  |



| Country  | Operator   | Type of measure  | Details and source  |
|----------|--|--|---|
| Slovenia | Telekom Slovenije  | Adapted tariffs: <ul style="list-style-type: none"> <li>free calls and SMS to Ukraine</li> </ul>   | Since 25 Feb. 2022 Telekom Slovenije provides free calls from its mobile and fixed network to mobile and fixed networks in Ukraine. Telekom Slovenije <a href="#">press release</a> (11 March 2022)   |
|          |  | Free SIM cards: <ul style="list-style-type: none"> <li>free pre-paid SIM cards for Ukrainian refugees</li> </ul>   | Telekom Slovenije donated to a local NGOs topped-up SIM cards to distribute to refugees coming to Slovenija from Ukraine. Telekom Slovenije <a href="#">press release</a> (11 March 2022)   |
|          | A1 Slovenija   | Adapted tariffs: <ul style="list-style-type: none"> <li>free calls and SMS to Ukraine</li> <li>free roaming – calls, SMS and data in Ukraine</li> </ul>  | Since 24 Feb. 2022 A1 Slovenija provides free calls from its fixed and mobile network to all fixed and mobile networks in Ukraine. A1 also provides free roaming to its customers in Ukraine. A1 Slovenija <a href="#">press release</a>  |
|          |  | Free SIM cards: <ul style="list-style-type: none"> <li>free pre-paid SIM cards for Ukrainian refugees</li> </ul>   | A1 is donating free SIM cards to Ukrainian refugees coming to Slovenija via the Slovenian Red Cross.  |
|          | Telemach (United Group)  | Adapted tariffs: <ul style="list-style-type: none"> <li>free calls and SMS to Ukraine</li> <li>free roaming – data in Ukraine</li> </ul>   | Since 25 Feb. 2022 Telemach provides free calls from its fixed and mobile network to all fixed and mobile networks in Ukraine. Telemach <a href="#">press release</a> (25 Feb. 2022)  |
|          |  | Free SIM cards: <ul style="list-style-type: none"> <li>free pre-paid SIM cards for Ukrainian refugees</li> </ul>   | Telemach is donating free SIM cards to Ukrainian refugees coming to Slovenija via the Slovenian Red Cross. Telemach <a href="#">press release</a> (9 March 2022)  |
| T-2      | Adapted tariffs: <ul style="list-style-type: none"> <li>free calls to Ukraine</li> </ul> | Since 25 Feb. 2022 T-2 provides free calls from its fixed and mobile network to all fixed and mobile networks in Ukraine (excluding premium rate services). T-2 <a href="#">press release</a> (25 Feb. 2022) |   |
| Spain    | Telefónica   | Adapted tariffs: <ul style="list-style-type: none"> <li>free calls and SMS to Ukraine</li> <li>free roaming – calls, SMS and data in Ukraine</li> </ul>  | Telefónica is providing free calls and SMS to Ukraine and also free of charge roaming for its customers in Ukraine. Telefónica <a href="#">press release</a> (16 March 2022)  |
|          |  | Free SIM cards: <ul style="list-style-type: none"> <li>free pre-paid SIM cards for Ukrainian refugees</li> </ul>   | Telefónica is providing 2,000 free prepaid SIM cards to refugees arriving in Spain.   |
|          | Orange Spain   | Adapted tariffs: <ul style="list-style-type: none"> <li>free calls and SMS to Ukraine</li> </ul>   | Orange Spain is providing free calls and SMS to Ukraine for its postpaid customers (Jazztel customers included) Orange Spain <a href="#">press release</a> (25 Feb. 2022)<br>Orange Spain is also providing free calls and SMS for pre-paid customers with a limit of 200 mins and 200 SMS per month Orange Spain <a href="#">website</a> |
|          | Vodafone Spain   | Adapted tariffs: <ul style="list-style-type: none"> <li>free calls and SMS to Ukraine</li> <li>free roaming – calls, SMS and data in Ukraine</li> </ul>  | 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 <a href="#">website</a> (updated 1 April 2022)  |

| Country  | Operator                | Type of measure   | Details and source   |
|--|-------------------------|---|--|
|  | MasMovl/Yoigo           | Adapted tariffs: <ul style="list-style-type: none"> <li>free calls and SMS to Ukraine</li> </ul>  | All operators of the MasMovil group, including Spain's 4th MNO Yoigo, offer free calls and SMS to Ukraine for post-paid customers. MasMovil <a href="#">press release</a> (1 March 2022)   |
| <b>Sweden</b>  | Telia Company           | Adapted tariffs: <ul style="list-style-type: none"> <li>free calls and SMS to Ukraine</li> <li>free roaming – calls, SMS and data in Ukraine</li> </ul>                               | Telia provides free calls and SMS to Ukraine and free roaming in Ukraine for Telia customers. Telia Company <a href="#">press release</a> (3 March 2022)   |
|  | Tre Sverige (Hutchison) | Adapted tariffs: <ul style="list-style-type: none"> <li>free calls and SMS to Ukraine</li> <li>free roaming – calls and SMS in Ukraine</li> </ul>                                     | Tre provides free calls to and from (roaming) Ukraine. Tre Sverige <a href="#">website</a>   |
|  |                         | Free SIM cards: <ul style="list-style-type: none"> <li>free pre-paid SIM cards for Ukrainian refugees</li> </ul>  | Tre's sub-brand hallon is providing SIM card to Ukrainian refugees.  |
|  | Telenor Sweden          | Adapted tariffs: <ul style="list-style-type: none"> <li>free calls and SMS to Ukraine</li> <li>free roaming – calls, SMS and MMS in Ukraine</li> </ul>                                | Telenor provides free calls to Ukraine and free roaming in Ukraine to customers of all its Nordic operations (Norway, Sweden, Denmark and Finland). Telenor <a href="#">website</a> (28 Feb. 2022)   |
| Free SIM cards: <ul style="list-style-type: none"> <li>free pre-paid SIM cards for Ukrainian refugees</li> </ul> |                         | Telenor provided to aid organisations 10,000 free pre-paid SIM cards for Ukrainian refugees entering Sweden including 5 GB of data, free calls, SMS and MMS in Sweden and to Ukraine. |  |
| <b>Switzerland</b>   | Swisscom                | Adapted tariffs: <ul style="list-style-type: none"> <li>free calls and SMS to Ukraine</li> <li>free roaming – calls, SMS and data in Ukraine</li> </ul>                               | Swisscom will provisionally waive the costs for calls from Switzerland to Ukraine and roaming costs within Ukraine. Swisscom <a href="#">website</a>   |
|  |                         | Free SIM cards: <ul style="list-style-type: none"> <li>free pre-paid SIM cards for Ukrainian refugees</li> </ul>  | Swisscom put in place a free offer for Ukrainian refugees. The offer includes unlimited calls and SMS within Switzerland, from Switzerland to EU and to Belarus, Ukraine, Russia and unlimited data within Switzerland. Swisscom <a href="#">website</a>           |
|  | Sunrise UPC             | Adapted tariffs: <ul style="list-style-type: none"> <li>free calls and SMS to Ukraine</li> <li>free roaming – calls, SMS and data in Ukraine</li> </ul>                               | Sunrise UPC provides free calls to Ukraine and free roaming in Ukraine for its customers. Sunrise <a href="#">press release</a><br>Sunrise <a href="#">website</a>   |
|  |                         | Free SIM cards <ul style="list-style-type: none"> <li>free pre-paid SIM card for Ukrainian refugees</li> </ul>  | Sunrise UPC is offering Ukrainian refugees free SIM cards valid for 12 months including unlimited calls, SMS and data within Switzerland and unlimited calls from Switzerland to Ukraine. Sunrise <a href="#">press release</a><br>Sunrise <a href="#">website</a> |
| <b>United Kingdom</b>  | BT (EE)                 | Adapted tariffs: <ul style="list-style-type: none"> <li>free calls and SMS to Ukraine</li> </ul>  | EE made calls, texts and data to and from the region free. EE Twitter <a href="#">post</a> (25 Feb. 2022)  |

| Country | Operator             | Type of measure   | Details and source  |
|---------|----------------------|---|---|
|         |                      | <ul style="list-style-type: none"> <li>free roaming – calls, SMS and data in Ukraine</li> </ul>   |   |
|         | Virgin Media O2      | Adapted tariffs: <ul style="list-style-type: none"> <li>free calls and SMS to Ukraine</li> <li>free roaming – calls, SMS and data in Ukraine</li> </ul> | 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 <a href="#">press release</a> (25 Feb. 2022)   |
|         | Vodafone UK          | Adapted tariffs: <ul style="list-style-type: none"> <li>free calls and SMS to Ukraine</li> <li>free roaming – calls, SMS and data in Ukraine</li> </ul> | 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 <a href="#">press release</a> (8 March 2022)   |
|         |                      | Free SIM cards: <ul style="list-style-type: none"> <li>free pre-paid SIM cards for Ukrainian refugees</li> </ul>  | 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 <a href="#">press release</a> (8 March 2022) |
|         | Hutchison UK (Three) | Adapted tariffs: <ul style="list-style-type: none"> <li>free calls and SMS to Ukraine</li> <li>free roaming – calls, SMS and data in Ukraine</li> </ul> | 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 <a href="#">press release</a> (10 March 2022)   |
|         |                      | Free SIM cards: <ul style="list-style-type: none"> <li>free pre-paid SIM cards for Ukrainian refugees</li> </ul>  | 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 <a href="#">press release</a> (10 March 2022)   |