



Ukraine response – Voluntary measures by European MNOs

Last update: 1 April 2022

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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
Austria	A1 (Telekom Austria)	Adapted tariffs: <ul style="list-style-type: none"> free calls and SMS to Ukraine free roaming – calls, SMS and data in Ukraine 	A1 provides free fixed and mobile calls from Austria to Ukraine. A1 also provides free roaming to its customers who are in Ukraine. A1 press release (25 Feb. 2022)
	Drei Austria (Hutchison)	Adapted tariffs: <ul style="list-style-type: none"> free calls and SMS to Ukraine free roaming – calls and SMS in Ukraine 	Drei Austria offers all calls and SMS to Ukraine free of charge. Drei also provides free roaming to its customers who are in Ukraine. Drei Austria website
		Free SIM cards: <ul style="list-style-type: none"> free pre-paid SIM cards for Ukrainian refugees 	Drei Austria is distributing pre-paid SIM cards at the refugee arrival centres.
	Magenta (DT)	Adapted tariffs: <ul style="list-style-type: none"> free calls to Ukraine free roaming – calls and SMS in Ukraine 	Magenta AT provides free fixed and mobile calls to Ukraine and free roaming to its customers in Ukraine. Magenta website
		Free SIM cards: <ul style="list-style-type: none"> free pre-paid SIM cards for Ukrainian refugees 	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. Magenta website
		WiFi: <ul style="list-style-type: none"> free WiFi spots 	Magenta AT is providing 100 free WiFi spots with the cooperation of local NGOs at various refugee transit locations. Magenta website
Belgium	Proximus	Adapted tariffs: <ul style="list-style-type: none"> free calls and SMS to Ukraine free roaming – calls, SMS and data in Ukraine 	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). Proximus press release (8 March 2022)

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 	Proximus offers pre-paid cards to Ukrainian refugees with 10 GB of data and unlimited calling and texting in Belgium. Proximus press release (8 March 2022)
	Orange Belgium	Adapted tariffs <ul style="list-style-type: none"> free calls to Ukraine 	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 post (25 Feb. 2022) Orange post on LinkedIn
	Base/Telenet	Adapted tariffs: <ul style="list-style-type: none"> free calls and SMS to Ukraine free roaming – calls, SMS and data in Ukraine 	Base/Telenet provides free calls and SMS to Ukraine and free roaming to its customers in Ukraine. Telenet Facebook post (31 March 2022) Telenet Twitter post (31 March 2022)
Bulgaria	Vivacom	Adapted tariffs: <ul style="list-style-type: none"> free calls to Ukraine free roaming – calls, SMS and data in Ukraine 	Vivacom provides free fixed and mobile 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 	Vivacom provides free SIM cards to Ukrainian refugees arriving in Bulgaria.
		Charging points: <ul style="list-style-type: none"> free charging stations 	Vivacom provides free charging stations to Ukrainian refugees arriving in Bulgaria.
	A1 Bulgaria	Adapted tariffs: <ul style="list-style-type: none"> free calls to Ukraine free roaming – calls, SMS and data in Ukraine 	A1 Bulgaria provides free calls (1000 mins per month) to Ukraine and free roaming to its customers in Ukraine. A1 Bulgaria press release (25 Feb. 2022) A1 Bulgaria press release (25 Feb. 2022)
		Free SIM cards: <ul style="list-style-type: none"> free pre-paid SIM cards for Ukrainian refugees 	A1 Bulgaria is donating prepaid cards with mobile internet to refugees from Ukraine. A1 Bulgaria press release (8 March 2022)
	Yettel Bulgaria (PPF)	Adapted tariffs: <ul style="list-style-type: none"> free calls to Ukraine free roaming – calls, SMS and data in Ukraine 	Yettel Bulgaria provides free calls to Ukraine and free roaming to its customers in Ukraine. Yettel Bulgaria press release (21 March 2022)
Free SIM cards: <ul style="list-style-type: none"> free pre-paid SIM cards for Ukrainian refugees 		Yettel is donating prepaid cards with included mobile internet to refugees from Ukraine residing in Bulgaria. Yettel Bulgaria press release (15 March 2022)	
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 fixed and mobile calls and SMS to Ukraine and free roaming to its customers in Ukraine. HT Facebook post (25 Feb. 2022)

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 	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"> free calls and SMS to Ukraine free roaming – calls, SMS and data in Ukraine 	A1 Hrvatska provides free fixed and mobile calls and SMS to Ukraine and free roaming to its customers in Ukraine. A1 press release (25 Feb. 2022)
		Free SIM cards: <ul style="list-style-type: none"> free pre-paid SIM cards for Ukrainian refugees 	A1 Hrvatska provides free SIM cards to Ukrainian refugees arriving in Croatia. A1 press release (25 Feb. 2022)
	Telemach (United Group)	Adapted tariffs: <ul style="list-style-type: none"> free calls and SMS to Ukraine free roaming – calls, SMS and data in Ukraine 	Telemach Hrvatska provides free fixed and mobile calls to Ukraine and free roaming to its customers in Ukraine. Telemach press release (updated 14 March 2022)
Cyprus	Cyta	Adapted tariffs: <ul style="list-style-type: none"> free calls and SMS to Ukraine 	Cyta is offering free fixed and mobile calls, as well as free SMS to Ukraine. Cyta Linkedin post
	Epic	Adapted tariffs: <ul style="list-style-type: none"> free mobile calls and SMS to Ukraine 	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). Epic press release (2 March 2022)
	Primetel	Adapted tariffs: <ul style="list-style-type: none"> free calls to Ukraine 	Primetel offers free fixed and mobile calls to Ukraine. Primetel press release (28 Feb. 2022)
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 website (updated 1 April 2022)
		Free SIM cards: <ul style="list-style-type: none"> free pre-paid SIM cards for Ukrainian refugees 	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. Vodafone Group website (updated 1 April 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.

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 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. T-Mobile CZ website
	O2 CZ (PPF)	Adapted tariffs: <ul style="list-style-type: none"> reduced tariffs for calls to Ukraine reduced tariffs for roaming – calls, SMS and data in Ukraine 	O2 included Ukraine in the EU zone for international roaming (roam like at home applies) and international calls. O2 press release (25 Feb. 2022)
		Free SIM cards <ul style="list-style-type: none"> free pre-paid SIM cards for Ukrainian refugees 	O2 is providing free pre-paid SIM cards to Ukrainian refugees. O2 press release (1 March 2022)
Denmark	Telia Danmark	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 Ukraine and free roaming in Ukraine for Telia customers. Telia press release (3 March 2022)
		Free SIM cards: <ul style="list-style-type: none"> free pre-paid SIM cards for Ukrainian refugees 	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. Telecom industry association (25 March 2022) Usage conditions may vary among operators.
	Three Denmark (Hutchison)	Adapted tariffs: <ul style="list-style-type: none"> free 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 3 other Danish MNOs. Each operator will provide 5,000 SIM-cards allowing Ukrainian refugees to call and text home. Telecom industry association (25 March 2022)
	Telenor Denmark	Adapted tariffs: <ul style="list-style-type: none"> free calls and SMS to Ukraine free roaming – calls and SMS in Ukraine 	Telenor provides free calls to Ukraine and free roaming in Ukraine to customers of all its Nordic operations (Norway, Sweden, Denmark and Finland) Telenor website (28 Feb. 2022)
		Free SIM cards: <ul style="list-style-type: none"> will provide free pre-paid SIM cards for Ukrainian refugees 	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. Telecom industry association (25 March 2022) 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"> will provide free pre-paid SIM cards for Ukrainian refugees 	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. Telecom industry association (25 March 2022)

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Estonia	Telia Company	Adapted tariffs: <ul style="list-style-type: none"> reduced tariffs for calls and free SMS to Ukraine free roaming – calls, SMS and data in Ukraine 	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 press release (10 March 2022)
		Free SIM cards: <ul style="list-style-type: none"> free pre-paid SIM cards for Ukrainian refugees 	Telia provides 2,000 free pre-paid SIM cards for refugees in Estonia, distributed through a local NGO. Telia press release (3 March 2022)
	Elisa Eesti	Adapted tariffs: <ul style="list-style-type: none"> reduced tariffs for calls and free SMS to Ukraine reduced tariffs for roaming – calls and SMS in Ukraine 	Elisa was offering free calls and SMS to Ukraine until 14 March 2022 (press release 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 press release (11 March 2022).
		Free SIM cards: <ul style="list-style-type: none"> free pre-paid SIM cards for Ukrainian refugees 	Elisa provides 2,000 free pre-paid SIM cards for refugees in Estonia. Elisa press release (11 March 2022)
	Tele2 Eesti	Adapted tariffs: <ul style="list-style-type: none"> free (postpaid) and reduced (pre-paid) tariffs for calls and free SMS to Ukraine free roaming – calls, SMS and data in Ukraine 	Tele2 was offering free calls and SMS to Ukraine and free roaming in Ukraine until 16 March 2022 (press release 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 press release (16 March 2022)
	Finland	DNA (Telenor)	Adapted tariffs: <ul style="list-style-type: none"> free calls and SMS to Ukraine 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 			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"> free calls and SMS to Ukraine 	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"> free roaming – calls, SMS and data in Ukraine 	Telia Finland press release (24 Feb. 2022)
		Free SIM cards: <ul style="list-style-type: none"> free pre-paid SIM cards for Ukrainian refugees 	Telia Finland is providing free SIM cards with preloaded credit available through Finnish Migration Service Migri and in Telia shops. Telia Finland press release (3 March 2022)
	Elisa	Adapted tariffs: <ul style="list-style-type: none"> free calls and SMS to Ukraine free roaming – calls, SMS and data in Ukraine 	Elisa provides free calls and SMS to normal priced numbers in Ukraine and free roaming in Ukraine to its post-paid customers. Elisa press release (updated 17 March 2022)
France	Bouygues Telecom	Adapted tariffs: <ul style="list-style-type: none"> free calls, SMS and MMS to Ukraine 	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 press release (17 March 2022)
		Free SIM cards: <ul style="list-style-type: none"> free SIM cards for Ukrainian refugees 	Bouygues Telecom is providing free SIM cards to refugees arriving in France and is sending mobile devices to Ukraine. Bouygues Telecom press release (17 March 2022)
		WiFi: <ul style="list-style-type: none"> Free WiFi spots 	Bouygues Telecom provides free WiFi spots at refugee transit sites. Bouygues Telecom press release (17 March 2022)
	Free Mobile	Adapted tariffs: <ul style="list-style-type: none"> free calls, SMS and MMS to Ukraine free roaming – calls and SMS in Ukraine 	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 press release (28 Feb. 2022)
		Free SIM cards: <ul style="list-style-type: none"> free SIM cards for Ukrainian refugees 	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 press release (29 March 2022)
	Orange	Adapted tariffs: <ul style="list-style-type: none"> free 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 website
	SFR (Altice)	Adapted tariffs: <ul style="list-style-type: none"> free mobile calls, SMS and MMS to Ukraine 	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 website
Free SIM cards: <ul style="list-style-type: none"> free SIM cards for Ukrainian refugees 		SFR offers a 20,000 SIM cards including calls, SMS and mobile data. SFR press release (29 March 2022)	
Germany	Deutsche Telekom (DT)	Adapted tariffs: <ul style="list-style-type: none"> free calls and SMS to Ukraine 	Calls and text messages to Ukraine are free of charge from DT's fixed and mobile networks.

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		<ul style="list-style-type: none"> free roaming – calls, SMS and data in Ukraine 	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 organisations in coordination with the Federal Office for Migration and Refugees. DT press release (3 March 2022)
Germany	Vodafone	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 website (updated 1 April 2022)
		Free SIM cards: <ul style="list-style-type: none"> free pre-paid SIM cards for Ukrainian refugees 	Vodafone Germany has provided 100,000 SIM cards free of charge to refugees and is preparing another 1m SIM cards. Vodafone Group website (updated 1 April 2022)
		WiFi: <ul style="list-style-type: none"> Free WiFi spots 	Vodafone Germany is providing 1,500 GigaCubes to refugee homes that can be used by up to 200 people simultaneously. Vodafone Group website (updated 1 April 2022)
Germany	Telefónica	Adapted tariffs: <ul style="list-style-type: none"> free calls and SMS to Ukraine free roaming – calls, SMS and data in Ukraine 	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 press release (16 March 2022)
		Free SIM cards: <ul style="list-style-type: none"> free pre-paid SIM cards for Ukrainian refugees 	Telefónica Germany is providing 10,000 free prepaid SIM cards. Telefónica Germany press release (4 March 2022)
		WiFi: <ul style="list-style-type: none"> Free WiFi spots 	Telefónica Germany is providing 2,000 free Wi-Fi routers. Telefónica Germany press release (4 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 website (updated 1 April 2022)
		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.

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		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.
	WIND Hellas	Adapted tariffs: <ul style="list-style-type: none"> free calls to Ukraine 	WIND Hellas provides free calls to fixed and mobile numbers in Ukraine. Valid for all mobile and fixed subscribers. WIND Hellas LinkedIn post
Hungary	Magyar Telekom (DT)	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 website
		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 website 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. 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)
		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 2022)
	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 website (updated 1 April 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 website (updated 1 April 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 website (updated 1 April 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 website (updated 1 April 2022)	
		WiFi: <ul style="list-style-type: none"> Free WiFi spots 	Vodafone Hungary is providing free WiFi spots at various refugee transit locations.

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			Vodafone Group website (updated 1 April 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 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 press release (4 March 2022)
		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 website
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 website (updated 1 April 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 website (updated 1 April 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)
	Eir	Adapted tariffs: <ul style="list-style-type: none"> free calls and SMS to Ukraine free roaming – calls, SMS and data in Ukraine 	Eir made calls and texts to Ukraine free of charge for its customers and provides free roaming to Eir customers in Ukraine. Eir Twitter post (26 Feb. 2022)
		Free SIM cards: <ul style="list-style-type: none"> free pre-paid SIM cards for Ukrainian refugees 	Eir is providing refugees arriving at the Dublin airport with free pre-paid SIM cards. Eir Twitter post (10 March 2022)
Italy	Telecom Italia (TIM)	Adapted tariffs: <ul style="list-style-type: none"> free calls and data for Ukraine nationals 	Unlimited data and calls were available for Ukraine nationals from 28 Feb. 2022 for a week. TIM press release (27 Feb. 2022)

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	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 website (updated 1 April 2022)
		Free SIM cards: <ul style="list-style-type: none"> free pre-paid SIM cards for Ukrainian refugees 	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 website (updated 1 April 2022)
	WINDTRE (Hutchison)	Adapted tariffs: <ul style="list-style-type: none"> free calls for Ukrainian nationals to Ukrainian MNO Kyivstar 	WINDTRE made available to Ukrainian nationals unlimited free minutes to the Ukrainian MNO Kyivstar MNO. WINDTRE website (2 March 2022)
	Iliad	Adapted tariffs: <ul style="list-style-type: none"> free calls and SMS to Ukraine free roaming – calls, SMS and data in Ukraine 	Iliad is offering its subscribers free calls and SMS from Italy to Ukraine and free roaming in Ukraine. Iliad press release (1 March 2022)
	Fastweb	Adapted tariffs: <ul style="list-style-type: none"> free calls and SMS to Ukraine free roaming – calls, SMS and data in Ukraine 	Fastweb is its offering its subscribers free calls and SMS from Italy to Ukraine and free roaming in Ukraine. Fastweb press release (25 Feb. 2022)
Latvia	LMT	Adapted tariffs: <ul style="list-style-type: none"> free 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)
	Tele2 Latvia	Adapted tariffs: <ul style="list-style-type: none"> free calls to Ukraine free roaming – data in Ukraine 	Tele2 Latvia provides free calls to Ukraine and free roaming to its customers in Ukraine. Tele2 press release (24 Feb. 2022)
		Free SIM cards: <ul style="list-style-type: none"> free pre-paid SIM cards for Ukrainian refugees 	Tele2 Latvia is providing 10,000 SIM cards to Ukrainian refugees arriving in Latvia. Tele2 press release (27. Feb. 2022)
	Bite Latvia	Free SIM cards: <ul style="list-style-type: none"> free pre-paid SIM cards for Ukrainian refugees 	Bite provided 10,000 SIM cards to Ukrainian refugees arriving in Latvia. Bite Latvia press release (17 March 2022)
Lithuania	Telia Lithuania	Adapted tariffs: <ul style="list-style-type: none"> free calls and SMS to Ukraine free roaming – calls, SMS and data in Ukraine 	Telia provides free calls to Ukraine and free data roaming in Ukraine for Telia customers. Telia press release (3 March 2022)
		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)

Country	Operator	Type of measure	Details and source
	Bite Lithuania	Adapted tariffs: <ul style="list-style-type: none"> free calls and SMS to Ukraine free roaming – calls and SMS Ukraine 	Bite provides free calls to Ukraine and free roaming (calls and SMS) in Ukraine for its customers. Bite press release (24 Feb. 2022)
		Free SIM cards: <ul style="list-style-type: none"> free pre-paid SIM cards for Ukrainian refugees 	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. Bite press release (8 March 2022)
	Tele2 Lithuania	Adapted tariffs: <ul style="list-style-type: none"> reduced tariffs for calls and SMS to Ukraine free roaming – calls and SMS Ukraine 	Tele2 was offering 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). Tele2 press release (30 March 2022)
		Free SIM cards: <ul style="list-style-type: none"> free pre-paid SIM cards for Ukrainian refugees 	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. Tele2 press release (26 Feb. 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 free roaming for its customers in Ukraine.
	POST Luxembourg	Adapted tariffs: <ul style="list-style-type: none"> free calls and SMS to Ukraine free roaming – calls, SMS and data in Ukraine 	POST Luxembourg is offering free calls and SMS to Ukraine. POST Luxembourg press release (19 March 2022)
		Free SIM cards: <ul style="list-style-type: none"> free mobile subscriptions for Ukrainian refugees 	Post Luxembourg offers registered refugees a free mobile subscription with free calls, SMS and data in Luxembourg and free calls to Ukraine. POST Luxembourg press release (19 March 2022)
	Tango	Adapted tariffs: <ul style="list-style-type: none"> free calls to Ukraine free roaming – calls in Ukraine 	Tango is providing free calls to Ukraine and free roaming for its customers in Ukraine. Tango website
Malta	GO	Adapted tariffs: <ul style="list-style-type: none"> free calls and SMS to Ukraine €100 credit for customers roaming in Ukraine 	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. GO website
	Epic	Adapted tariffs: <ul style="list-style-type: none"> free calls and SMS to Ukraine free roaming – calls, SMS and data in Ukraine 	Epic is providing free calls and SMS to Ukraine and free roaming for its customers in Ukraine. Epic Facebook post (27 Feb. 2022)
Netherlands	KPN	Adapted tariffs:	

Country	Operator	Type of measure	Details and source
		<ul style="list-style-type: none"> free calls and SMS to Ukraine free roaming – calls, SMS and data in Ukraine 	<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 press release (28. Feb. 2022)</p>
		<p>Free SIM cards:</p> <ul style="list-style-type: none"> free pre-paid SIM cards for Ukrainian refugees 	
	T-Mobile (includes Tele2)	<p>Adapted tariffs:</p> <ul style="list-style-type: none"> free calls and SMS to Ukraine free roaming – calls and SMS in Ukraine 	<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 press release (23 March 2022)</p>
	VodafoneZiggo	<p>Adapted tariffs:</p> <ul style="list-style-type: none"> free mobile calls and SMS to Ukraine free roaming – calls, SMS and data in Ukraine 	<p>VodafoneZiggo is providing free calls and SMS to Ukraine and free roaming for its customers in Ukraine. VodafoneZiggo press release (25 February 2022)</p>
		<p>Free SIM cards:</p> <ul style="list-style-type: none"> provides free pre-paid SIM cards for Ukrainian refugees 	<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"> free calls and SMS to Ukraine free roaming – calls and SMS in Ukraine 	<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 website (28 Feb. 2022)</p>
		<p>Free SIM cards:</p> <ul style="list-style-type: none"> free pre-paid SIM cards for Ukrainian refugees 	<p>Telenor provides free pre-paid SIM cards to Ukrainian refugees entering Norway including a voice (NOK 250) and data (100 GB) package. Telenor website</p>
	Telia Norway	<p>Adapted tariffs:</p> <ul style="list-style-type: none"> free calls and SMS to Ukraine free roaming – calls, SMS and data in Ukraine 	<p>Telia provides free calls to and from Ukraine and free roaming in Ukraine for Telia customers. Telia Norway website</p>
		<p>Free SIM cards:</p> <ul style="list-style-type: none"> free pre-paid SIM cards for Ukrainian refugees 	<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 website</p>
Poland	Orange Polska	<p>Adapted tariffs:</p> <ul style="list-style-type: none"> reduced tariffs for mobile calls to Ukraine free roaming – data for certain offers in Ukraine 	<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 website</p>
		<p>Adapted tariffs for Ukrainian citizens:</p> <ul style="list-style-type: none"> free calls to Ukraine free data 	<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. Orange Polska website
		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 website
		Network capacity: <ul style="list-style-type: none"> mobile sites at border crossings 	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). 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
		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 of 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).
		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 tariffs in Ukraine 	Play introduced free roaming in Ukraine for calls and SMS and reduced data roaming rates to the same rate as in the 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 (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. 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.

Country	Operator	Type of measure	Details and source
			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 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 press release (24 Feb. 2022)
		SIM cards: <ul style="list-style-type: none"> Pre-paid 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 Kyjivstar, 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 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 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	MEO (Altice Portugal)	Adapted tariffs: <ul style="list-style-type: none"> reduced tariffs for calls to Ukraine 	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 LinkedIn post
	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 website (updated 1 April 2022)

Country	Operator	Type of measure	Details and source
Romania	Orange Romania	Adapted tariffs: <ul style="list-style-type: none"> free calls and SMS to Ukraine free roaming – calls, SMS and data in Ukraine 	Orange Romania is providing free calls and text messages to Ukraine and free roaming for its customers in Ukraine. Orange Romania website
		Free SIM cards: <ul style="list-style-type: none"> free pre-paid SIM cards for Ukrainian refugees 	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. Orange Romania website
	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 website (updated 1 April 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, 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. Vodafone Group website (updated 1 April 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. Vodafone Group website (updated 1 April 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 website (updated 1 April 2022)
Telekom Romania	WiFi: <ul style="list-style-type: none"> free WiFi spots 	Vodafone Romania is providing free WiFi spots at various refugee transit locations. Vodafone Group website (updated 1 April 2022)	
	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)	
Digi Romania	Free SIM cards: <ul style="list-style-type: none"> free pre-paid SIM cards for Ukrainian refugees 	Telekom Romania is providing free pre-paid starters with data credit and free voice and SMS to Ukrainian refugees.	
	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. Digi Facebook post (15 March 2022)	
Slovakia	Slovak Telekom (DT)	Adapted tariffs: <ul style="list-style-type: none"> reduced tariffs for calls and SMS to Ukraine 	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"> reduced roaming tariffs – calls and SMS in Ukraine 	<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 website</p>
		<p>Free SIM cards:</p> <ul style="list-style-type: none"> free pre-paid SIM cards for Ukrainian refugees 	<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 press release (4 March 2022)</p>
		<p>Network capacity:</p> <ul style="list-style-type: none"> mobile sites at border crossings 	<p>Slovak Telekom is increasing its network capacity at border crossings with Ukraine.</p> <p>Slovak Telekom press release (4 March 2022)</p>
		<p>WiFi:</p> <ul style="list-style-type: none"> free WiFi spots 	<p>Slovak Telekom is providing free WiFi spots at various refugee transit locations.</p> <p>Slovak Telekom press release (4 March 2022)</p>
	Orange Slovensko	<p>Adapted tariffs:</p> <ul style="list-style-type: none"> free calls and SMS to Ukraine free roaming – calls, SMS and data in Ukraine 	<p>Orange Slovensko is providing free calls to Ukraine as well as free roaming to its customers in Ukraine.</p> <p>Orange website</p>
		<p>Free SIM cards:</p> <ul style="list-style-type: none"> free pre-paid SIM cards for Ukrainian refugees 	<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 website</p>
	O2	<p>Adapted tariffs:</p> <ul style="list-style-type: none"> reduced rates for calls and SMS to Ukraine reduced rates for roaming – calls, SMS and data in Ukraine 	<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 website</p>
		<p>Free SIM cards:</p> <ul style="list-style-type: none"> free pre-paid SIM cards for Ukrainian refugees 	<p>O2 is providing free SIM cards to Ukrainian citizens including €5 credit and 15 GB of data per month.</p> <p>O2 website</p>
	4ka	<p>Adapted tariffs:</p> <ul style="list-style-type: none"> reduced rates for calls and SMS to Ukraine 	<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 press release (24 Feb. 2022)</p>
		<p>Network capacity:</p> <ul style="list-style-type: none"> mobile sites at border crossings 	<p>4ka brought a portable transmitter to a border crossing to strengthen mobile signal.</p> <p>4ka Facebook post (28 Feb. 2022)</p>

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

Country	Operator	Type of measure	Details and source
	MasMovl/Yoigo	Adapted tariffs: <ul style="list-style-type: none"> free calls and SMS to Ukraine 	All operators of the MasMovil group, including Spain's 4th MNO Yoigo, offer free calls and SMS to Ukraine for post-paid customers. MasMovil press release (1 March 2022)
Sweden	Telia Company	Adapted tariffs: <ul style="list-style-type: none"> free calls and SMS to Ukraine free roaming – calls, SMS and data in Ukraine 	Telia provides free calls and SMS to Ukraine and free 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 website
		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 Ukraine and free roaming in Ukraine to customers of all its Nordic operations (Norway, Sweden, Denmark and Finland). Telenor website (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 pre-paid SIM cards for Ukrainian refugees entering 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 calls and SMS to Ukraine free roaming – calls, SMS and data in Ukraine 	Swisscom will provisionally waive the costs for calls from Switzerland to Ukraine and roaming costs within Ukraine. Swisscom website
		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. The offer includes unlimited calls and SMS within Switzerland, from Switzerland to EU and to Belarus, Ukraine, Russia and unlimited data within Switzerland. Swisscom website
	Sunrise UPC	Adapted tariffs: <ul style="list-style-type: none"> free calls and SMS to Ukraine free roaming – calls, SMS and data in Ukraine 	Sunrise UPC provides free calls to Ukraine and free roaming in Ukraine for its customers. Sunrise press release Sunrise website
		Free SIM cards <ul style="list-style-type: none"> free pre-paid SIM card for Ukrainian refugees 	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 press release Sunrise website
United Kingdom	BT (EE)	Adapted tariffs: <ul style="list-style-type: none"> free calls and SMS to Ukraine 	EE made calls, texts and data to and from the region free. EE Twitter post (25 Feb. 2022)

Country	Operator	Type of measure	Details and source
		<ul style="list-style-type: none"> free roaming – calls, SMS and data in Ukraine 	
	Virgin Media 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 (25 Feb. 2022)
	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)