

## Draft Agenda

### for the BEREC – BEUC joint Workshop on end user rights

15<sup>th</sup> October 2025, Brussels (Belgium)

<b>Location</b> IRG Secretariat Rue de la Science 14, 3rd floor B-1040 Brussels <b>Date &amp; Time</b> 15 <sup>th</sup> October 2025 10:30 – 16:00	
10:00 -10:30	<b>Welcoming coffee/tea</b>
10:30-10:40	<b>Opening speech</b> <ul style="list-style-type: none"> <li>Robert Mourik, BEREC Chair 2025</li> <li>Agustín Reyna, BEUC Director General</li> </ul>
10:40 -11:50	<b>Session 1: Panel discussion - The Case for Sectoral Legislation - Why Horizontal Consumer Law in Telecoms is Not Enough/Enough</b>  <i>General EU consumer law provides a baseline of protection. This panel will highlight views on sector-specific legislation in electronic communications, and whether it remains indispensable for safeguarding end-users' rights in a fast-changing digital environment. Panellists will discuss the risks of simplification and deregulation and debate the balance between horizontal frameworks and targeted rules, drawing on experiences from regulators, consumer organisations, and industry.</i>  <b>Moderator:</b> Claudio Teixeira, BEUC  <b>Speakers</b> <ul style="list-style-type: none"> <li>BEUC – Agustín Reyna</li> <li>BEREC – Marina Ljubić Karanović</li> <li>EC – Stefan Lechler</li> <li>Connect Europe - Elin Nielsen</li> <li>Ecta – Pinar Serdengeçti</li> </ul> Q&A/Discussions

11:50 -12:40	<p><b>Session 2 – Contractual Terms - Beyond Minimum Transparency</b></p> <p><i>Standard consumer contract rules sometimes fall short when applied to electronic communications. This session will examine contractual terms of electronic communications services and their impact on end-users. Participants will examine how obligations on clarity, adaptability, and fairness protect consumers from complex or one-sided terms, and how to ensure that changes to these safeguards would not weaken consumer choice and trust in the market.</i></p> <p><b>Moderator:</b> dr. Dominika Beléndesi, BEREC, NMHH</p> <p><b>Speakers:</b></p> <ul style="list-style-type: none"> <li>• BEREC – Indre Jurgelionienė</li> <li>• Telia Lithuania – Laima Pakutinskienė</li> <li>• Colt - Pablo Diez</li> <li>• BEUC - Nikola Schiefke, vzbv (Germany)</li> </ul> <p>Q&amp;A/Discussion</p>
12:40 -13:40	<b>Lunch Break</b>
13:40 -14:40	<p><b>Session 3 – QoS and digital inclusion - Protecting End-User Experience</b></p> <p><i>Quality of service (QoS) obligations are essential to ensure all consumers can enjoy the right to high-quality connectivity. This session will discuss how sectoral rules are essential to bridge the digital divide, ensuring the participation of consumers in the digital society thanks to reliable, inclusive, and responsive connectivity. The discussion will underline the importance of transparency and accountability, without which end-users risk being left with inadequate information and poorer service in an increasingly digital society.</i></p> <p><b>Moderator:</b> Srikar Govindaraju, BEUC</p> <p><b>Speakers:</b></p> <ul style="list-style-type: none"> <li>• Cullen – Laurence Nivot</li> <li>• ANCOM - Cristian Stanciu</li> <li>• NMHH - Zsolt Torma, NMHH</li> <li>• BEUC - Louise Beltzung</li> </ul> <p>Q&amp;A/Discussion</p>

14:40-14:55	<b>Coffee Break</b>
14:55-15:55	<p><b>Session 4 – Empowering Consumers - Why Awareness and Enforcement Require Sectoral Safeguards</b></p> <p><i>Consumer awareness and enforcement are central to making rights meaningful. This session will provide views on how to empower consumers in electronic communications, ensuring they can make informed choices and that their rights are effectively upheld. Participants will discuss the importance of awareness-raising and robust enforcement mechanisms, which combined can grant the proper end-user protection, and how simplification and deregulation would risk undermining both. The discussion will highlight the shared responsibilities in creating a fair and transparent environment.</i></p> <ul style="list-style-type: none"> <li>• <b>Moderator:</b> Mark Stivala, BEREC, MCA</li> </ul> <p><b>Speakers:</b></p> <ul style="list-style-type: none"> <li>• MCA – Matthew Farrugia</li> <li>• RRT – Milda Noreikaitė-Bobinienė</li> <li>• BEUC – Boštjan Okorn, ZPS (Slovenia)</li> </ul> <p>Q&amp;A/Discussion</p>
15:55-16:00	<p><b>Closing Remarks</b></p> <p>BEREC End User Working Group co-chairs (Indre Jurgelionienė and Marina Ljubić Karanović) &amp; BEUC (Claudio Teixeira)</p>