

Body of European Regulators
for Electronic Communications



BEREC-BEUC Joint workshop on end-user rights

Session 2

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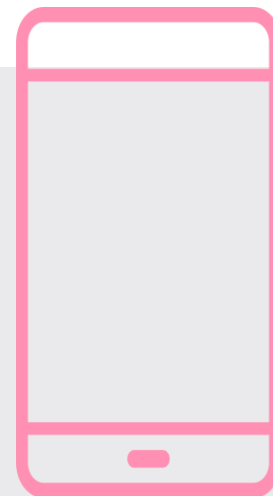
21 October 2025



Content



BEREC focus on
end-users



Assessment in
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What next?

The EECC

PART III - SERVICES

Title I

Affordability and
availability of
universal service
(84)

Provision of
affordable
universal service
(85)

Availability of
universal service
(86)

Existing universal
service (87)

Control of
expenditure (88)

Cost of universal
service (89)

Financing of
universal service
(90)

Transparency
(91)

Additional
services (92)

Title II

Numbering
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Granting
numbering
resources (94)

Fees for
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resources (95)

Missing
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hotlines (96)

Access to
numbers and
services (97)

Title III – End user rights

Contractual
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(102)

Comparison
(103)

Quality of
Service (104)

Contract
duration and
termination
(105)

Switching and
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portability (107)

Bundles (107)

Services at
emergency
(108)

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system (110)

Accessibility
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enquiries (112)

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of equipment
(113)

Must carry (114)

Additional
facilities (Annex
VI)

Out-of-court
dispute
resolution (25)



BEREC shall monitor market and technological developments regarding the different types of electronic communications services



It shall publish, by 21.12.2021, **and every 3 years afterwards** an opinion on such developments and on their impact on the application of Title III of Part III.



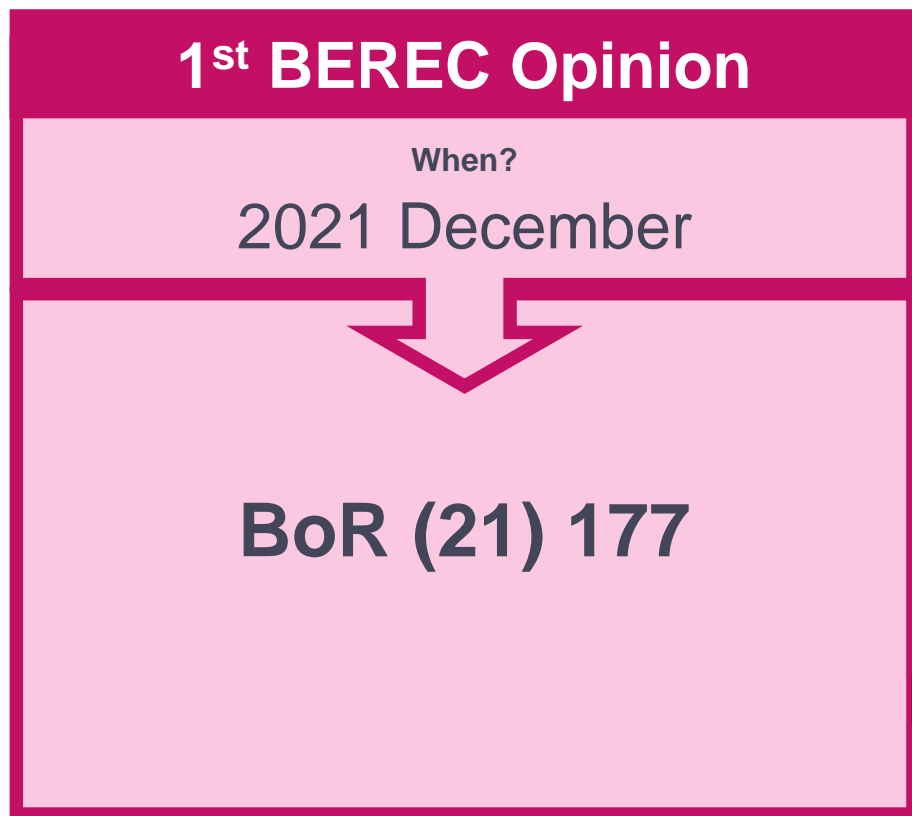
In that opinion, BEREC shall assess to what extent Title III of Part III meets the objectives set out in Article 3.



The Commission shall publish a report and shall submit a legislative proposal to amend Title III of Part III to meet objectives set out in Article 3.

ARTICLE 123

Iterations



Trends and developments - overview

Technological developments

- Development of 5G, phase-out of 2G/3G; phase-out copper

Legislative developments

- Roaming Regulation, Digital Service Act, European Accessibility Act

Market developments

1. Continued growth of data use in mobile communications;
2. demand for connectivity and high-capacity internet connections;
3. Significant increase in fraudulent traffic and scams;
4. Growth of usage of digital platforms.

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Upcoming

- Penetration of Satellites
- Focus on sustainability
- Artificial intelligence

!!! Blurring lines between sectors require to think broader !!!

Note

while the general trends and developments mentioned above are significant, the rights may be affected in various ways

Key findings – General observation

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Generally, BEREC considers that Title III of Part III of the EECC is future-proofed, ensuring that end-user rights are upheld despite ongoing developments in the electronic communication sector. In most cases, the framework's robust structure allows it to adapt to new challenges and technological changes.

However, there are some areas where improvements could be made to enhance its efficiency, and prepare the ground for future digital challenges

What about contractual relationship provisions?

Informed choice (1/2) - observations

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01 Comparison tools and summary templates increased transparency and end-user choice

02 QoS is as important as prices and tariffs

03 Complexity of offers due to:

- Technological development
- Increase of bundles
- Digital services
- AI

04 New technologies and services will have an impact on understanding/ clarity of rights and obligations



Informed choice (2/2) – considerations and proposals

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Provisions in the EECC have been effective in ensuring transparency, comparison of offers and publication of information.

NRAs should assess whether bundles consisting of IAS, NB-ICS and other elements should be included in comparison tools

NRAs to play a crucial role in assisting end users to navigate the growing complexity of offers

- Tendency towards simplification of ECS offers
- Importance of proper guidance to the end-users from NRAs and stakeholders

Concluding the contracts (1/2) - observations

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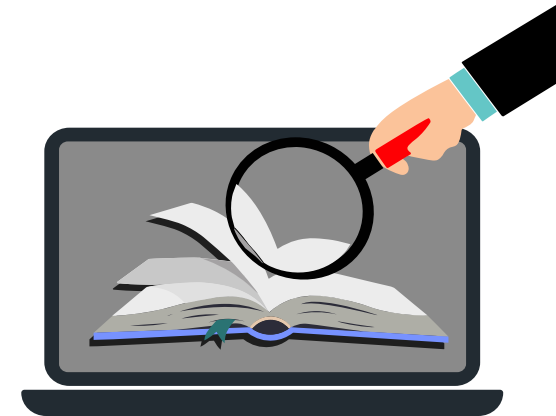


- 01**
- Information overload
 - Interplay between the EECC and other provisions

02 Distant and on-premises contracts: shift to digital

03 Timing when the summary contract is handed to the end-user

04 Compare or inform



Concluding the contracts(2/2) – considerations and proposals

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Provisions in the EECC have been effective in contributing to the achievement of the general objectives listed in Article 3

Full and comprehensive information to the end-user is to be provided when concluding the contracts

- Increased role for summary contract

Provision and practice should ensure informed choice for end-users that sign contracts digitally (including on-premises)

Importance of practice sharing among NRAs

During the contracts (1/2) - observations

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01 quality of service parameters rely on technical information – benefit for the end-users?

02 Information overload results in difficulty to navigate throughout the contract

03 In-contract price increase clauses

04 Change of contract and commitment period – consequences of termination



During the contracts(2/2) – considerations and proposals

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Provisions in the EECC have been effective but challenges observed

Potential for affordability issues when the in-contract price increase is applied – right to terminate the contract without fees to be considered at EU level

Considerations on QoE to be assessed to increase the end-user awareness of the parameters that are more meaningful to them

Terminating the contracts (1/2) - observations

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01 • Long-term contracts

02 Termination of bundles

03 Switching provisions

- Benefits for the shortest time without service
- Challenges remain
- eSIM

04 2G and 3G phase-out



Terminating the contracts(2/2) – considerations and proposals

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End-user protection in IoT

Address the issues of having different contract duration terms regarding on-ECSs and ECSs in a bundle

Expenses for obligatory terminal equipment changes due to technology changes can be avoided by exiting the contract

Maximum duration can be shortened;
Extend termination notice length

Switching issues:
Possibility to reinstate number in case of termination (not switching)

What next? Known unknown

Digital Fairness Act – idea – horizontal approach



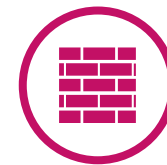
Digital Fairness Fitness Check

Behavioural study on unfair commercial practices

BEREC



EECC review –
sectoral approach
Digital Networks Act



BEREC Opinion on Article 123

BEREC Input to EU White Paper and
BEREC Input to CfE on DNA 16

Thank you!

#empowering
EUconnectivity