

BEREC Workshop on End-Users rights

Event date:

09-04-2024

On **9 April 2024** (from 10:00 – 16:00 CEST), BEREC is holding a virtual workshop on End-Users rights.

Topics to be discussed during the workshop:

1. Changes in Consumer Rights (Legal and Technological Trends)

- Aims to facilitate the sharing of insights regarding developments in consumer rights over the past 3 years, as well as provide future projections for the next three years. The discussion will delve into the impact of both legal and technological changes on consumer rights, offering a comprehensive understanding of the evolving landscape.

2. Concluding the Contracts

- Focuses on the concluding phase of contracts, exploring the transparency of given information, rights and obligations of consumers as choices are made and contracts are signed. To explore the legal frameworks, technological advancements, and emerging trends that challenge the conclusion of contracts and their implications for consumer rights.

3. During the Contracts/Service Provision

- Concentrates on ongoing contractual relationships and service provision. To address the rights and experiences of consumers during the active phase of contracts. Topics may include service quality, transparency, preventing „bill shocks “ and the impact of evolving technologies on end-user needs during the contractual period (for example using different apps, streaming services etc.).

4. Terminating the Contracts

- Focuses on termination of contracts, including switching issues, and examining the processes and rights associated with contract withdrawal. May encompass legal considerations, technological aspects, and the challenges and opportunities for consumers when terminating contracts, especially regarding bundle services.

5. Accessible ECS

- Focuses to explore of accessibility-related issues within the context of consumer rights. It may cover topics such as making electronic communication services (ECS) more inclusive for individuals with disabilities, addressing barriers, and ensuring equal access for all consumers.

6. Emergency Communications and Other Issues

- Concentrates on various issues, including but not limited to emergency communications. Topics may touch on the challenges and solutions related to emergency services, as well as other pertinent issues impacting consumer rights. The aim is to foster a comprehensive understanding of diverse aspects affecting consumers in the electronic communication services sector.

Discussions at the workshop collectively aim to provide a holistic view of the consumer rights landscape, covering different phases of contracts and addressing key issues within the electronic communication services sector. We expect the participants from NRAs, EC, BEUC and the market to participate in the Workshop.