

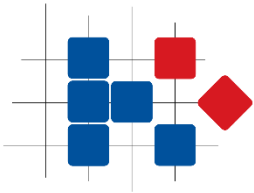
CROATIAN REGULATORY AUTHORITY  
FOR NETWORK INDUSTRIES



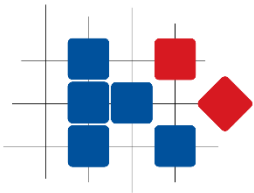
# BEREC End Users Working group Workshop

## Bill shock regulation

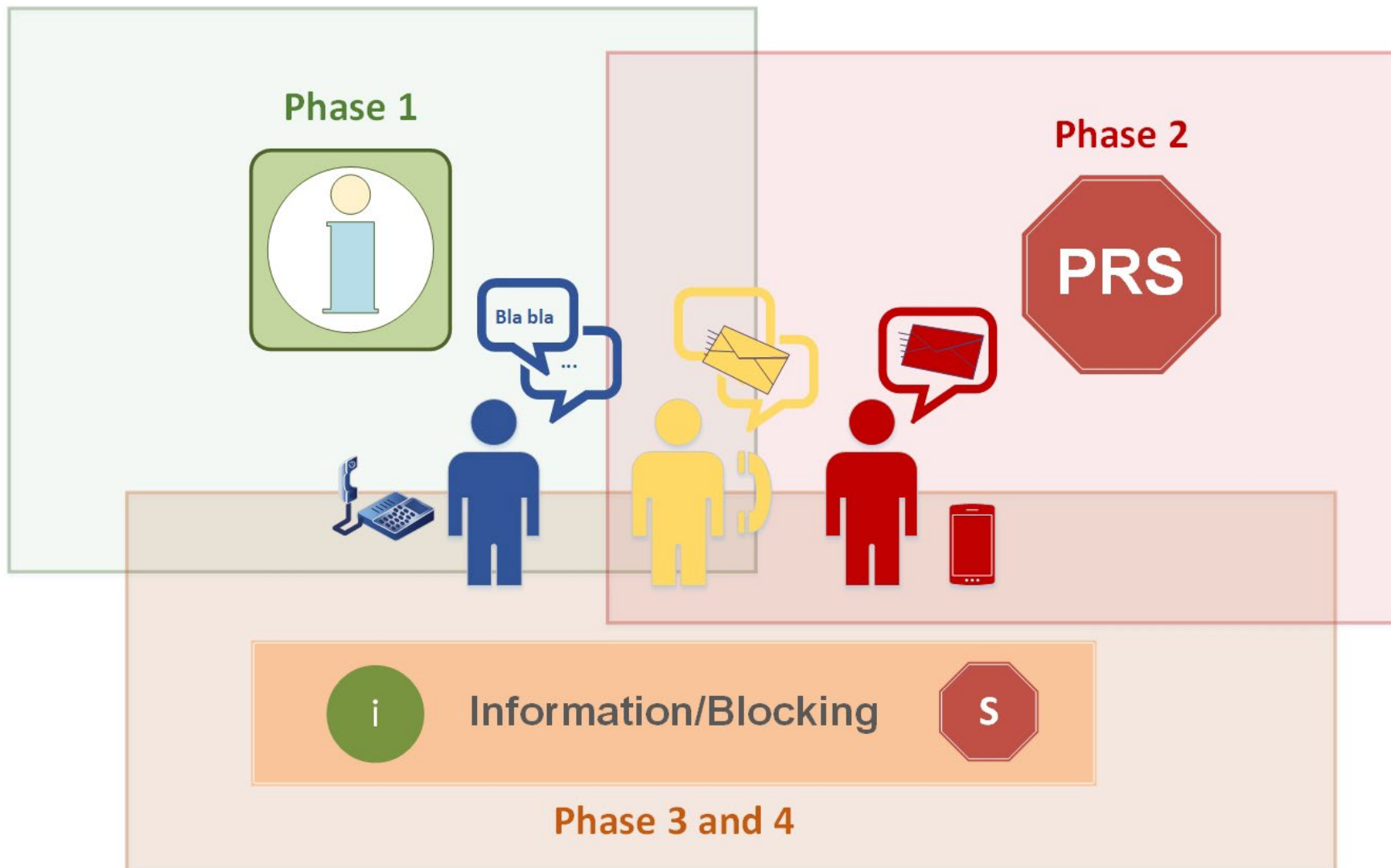
Brussels, Belgium  
9 April 2024



- Stages of Legislation
- Legal bases stage 1. - Information
- Legal bases stage 2. - PRS
- Legal bases stage 3. – monthly average warning
- Legal bases stage 4. – monthly average suspending
- Additional common provisions



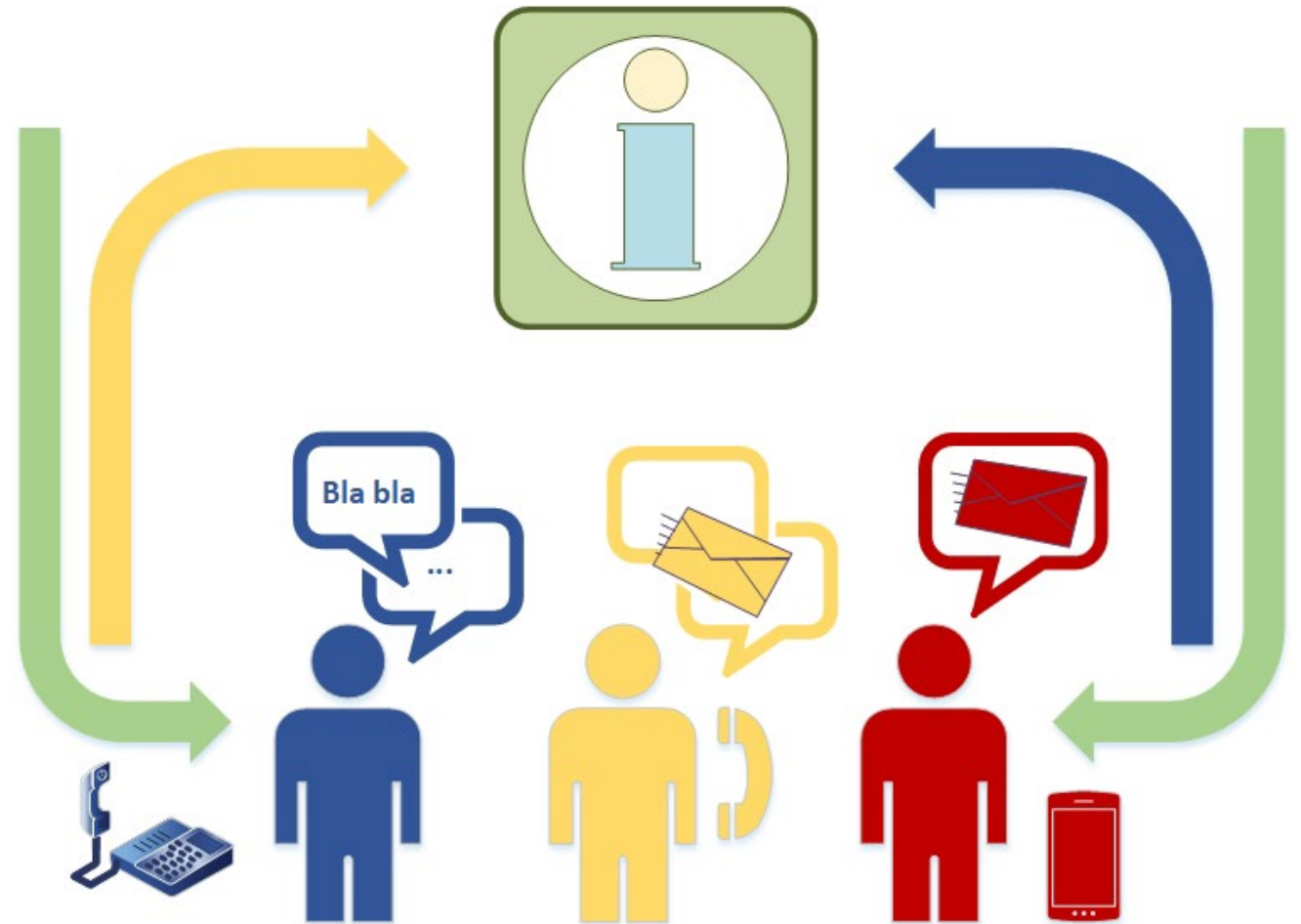
# STAGES OF LEGISLATION



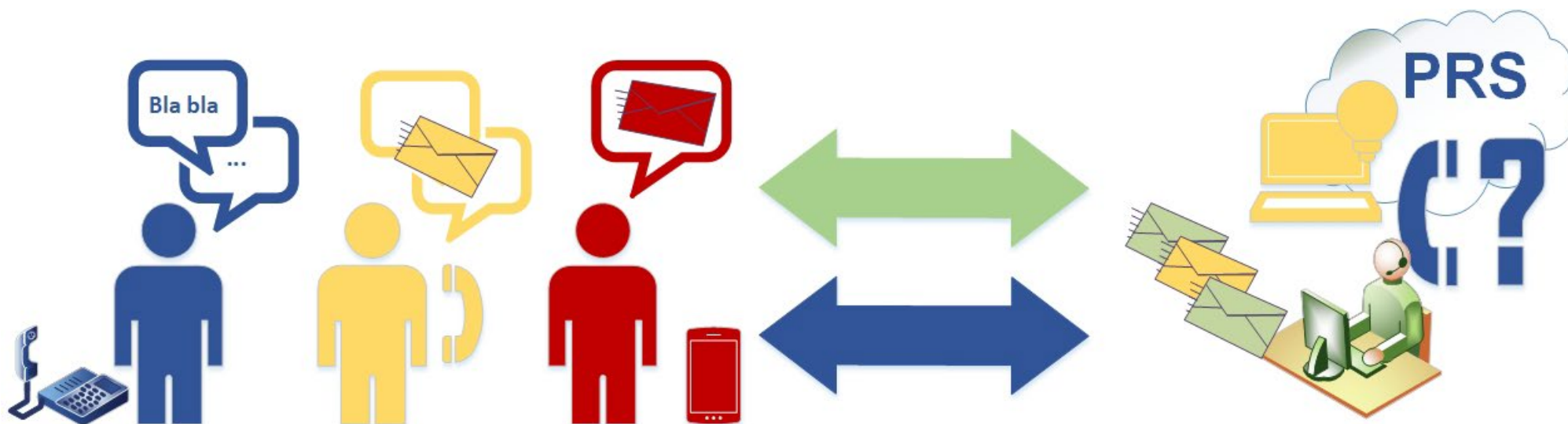
## STAGE 1. - INFORMATION

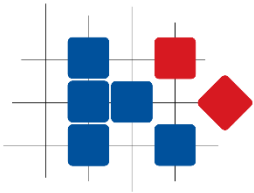


- Information free of charge on the consumption of public electronic communication services (tariff package, tariff model and tariff option) at any time
- Notification free of charge about the utilization of the contracted amount of the tariff package, tariff model and tariff option in accordance with what the end users have agreed



- Voice Premium Rate Service - every call that reaches the amount of 20.00 EUR or duration reaches 30 minutes must be terminated.
- SMS Premium Rate Service (PRS) - end user must be informed free of charge about the consumption for each individual service (one-time or subscription) for every 20.00 EUR spent or for every 30 SMS/MMS messages charged, whichever comes first. In the case of subscription content services, after the previously prescribed conditions are met, PRS operators are obliged to ask the end user for an SMS/MMS confirmation for further use of the service





## STAGE 3. – MONTHLY AVERAGE WARNING



- Warning to the end user will follow if the cost of using public electronic communication services is twice the average amount of bills for public electronic communication services in the previous 3 months or in cases where the end user uses the service for a period of less than 3 months, the end user will receive a warning when the total cost of using public electronic communication services is twice the contracted amount of the minimum monthly consumption, i.e. the monthly fee

January 24						
M	T	W	T	F	S	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

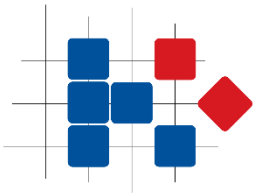
February 24						
M	T	W	T	F	S	S
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5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29			

March 24						
M	T	W	T	F	S	S
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31



**Cost of using services is twice the average amount of bills for services in the previous 3 months**





## STAGE 4. – MONTHLY AVERAGE SUSPENDING



- suspend the provision of the mobile service to the end user if the specified usage is four times higher than the average amount of the bill for public electronic communication services in the previous 3 months. By suspending the provision of the service, the operator of publicly available electronic communication services must immediately inform the end user about the same, as well as the method of reactivating electronic communication services,
- In cases where the end user uses the service for a period of less than 3 months, the end user will be disconnected at the moment when the total cost of using public electronic communication services is four times higher than the contracted amount of the minimum monthly consumption or monthly fee.

January 24						
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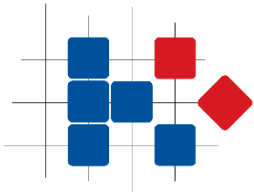
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March 24						
M	T	W	T	F	S	S
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11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31



**Cost of using services is four times higher  
than the average amount of bills for  
services in the previous 3 months**



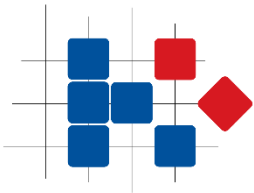


## ADDITIONAL COMMON PROVISIONS



- If the operator of publicly available electronic communication services did not timely warn the end user about excessive consumption, the end user is obliged to pay the amount owed until the moment when the conditions for notifying the end user about excessive consumption were met and from the moment the operator informed him.
- If the operator of publicly available electronic communication services did not warn the end user at all about excessive consumption, the end user is obliged to pay the amount owed until the moment when the conditions for notifying the end user about excessive consumption have been met.
- In the case when the end user uses the service for a period of less than 3 months, and the operator of publicly available electronic communication services did not warn the end user at all about excessive consumption, the operator of publicly available electronic communication services will charge the end user an amount that is twice the contracted amount of the minimum monthly consumption or monthly fees.





# Thank you for your attention!



Andro Marčev – HAKOM