

Draft Agenda

for the BEREC Workshop on End-Users rights 9th April 2024, Brussels (Belgium)

Location	IRG Secretariat Rue de la Science 14, 3rd floor B-1040 Brussels
Date & Time	9th April 2024 10:00 – 16:30

9:30-10:00	Welcoming coffee/tea
10:00-10:05	Opening Remarks/Keynote speech <ul style="list-style-type: none"> • Tonko Obuljen, BEREC Chair 2024
10:05-11:10	Session 1: Panel discussion on Changes in Consumer Rights (Legal and Technological Trends) <ul style="list-style-type: none"> • Maria Ruiz Merida, BEREC PFT WG co-chair, Spain • Sietse van der Gaast, BEREC WNE WG co-chair, the Netherlands • Emily Fitzpatrick (European Commission representative, a Legal Officer in DG CNECT) • Claudio Teixeira (Legal Officer, Digital and Consumer Rights · BEUC) • Paolo Grassia (Senior Director of Public Policy at ETNO) • Ricardo Garcia Bahamonde (Director of Accessibility and Digital Inclusion at Atos, Spain) • Q&A session Moderator: Marina Ljubić Karanović, HAKOM, Croatia
11:10-12:00	Session 2 – Concluding the contract/Informed choice <ul style="list-style-type: none"> • Laurence Nivot (Manager at Cullen International) – “End users empowerment tools” • Tim Nuyens (Senior Advisor, Consumer Department, BIPT, Belgium) – “Contract Summaries – Belgian experience” • Luigi Marotta (Consumer protection department, AGCOM, Italy) – “The contract summary template” • Gerd Kiparsky (General Counsel at 1&1’s, Member of ecta) – “Information overflow” • Claudio Teixeira (Legal Officer, Digital and Consumer Rights · BEUC) – “Concluding the contract” • Q&A/Discussion

	Moderator: Szilveszter Ádám, NMHH, Hungary
12:00-12:50	<p>Session 3 – During the contract</p> <ul style="list-style-type: none"> • Mark Stivala (End-User Affairs Manager, MCA, Malta) – “Price Indexation Clauses in Telecoms contracts” • Andro Marčev (Senior Expert, HAKOM, Croatia) – “Bill shock regulation” • Bostjan Okorn (Slovene Consumers' Association, ZPS representative) – “Consumers during the contract provision” • Michael Milligan (Secretary General at Mobile & Wireless Forum (MWF)) - “Learning from 5G for 6G” • Q&A/Discussion <p>Moderator: Mervyn Hickey, ComReg, Ireland</p>
12:50-13:30	Lunch Break/Coffee
13:30-14:20	<p>Session 4 – Terminating the contract</p> <ul style="list-style-type: none"> • Teresa Félix (Senior Analyst at Cullen International) – “Contract termination and switching” • Tore Kjelstrup Christensen (Senior Advisor, ADSI, Denmark) – “Internet in cars” • Kristina Baltauskienė (Adviser, Legal and consumer rights protection group, RRT, Lithuania) – “Termination of bundles” • Susanne Blohm (Policy Advisor, Federation of German Consumer Organisation, Germany) – “Contract termination” • Q&A/Discussion <p>Moderator: Szilveszter Ádám, NMHH, Hungary</p>
14:20-15:20	<p>Session 5 – Accessible ECS</p> <ul style="list-style-type: none"> • Inmaculada Placencia Porrero (Senior Expert, Disability and Inclusion Unit, Directorate General for Employment, Social Affairs and Inclusion, EC) – “EU Accessibility initiatives - Policy and legislation - Accessible Europe: ICT 4 All” • Donal Fitzpatrick (Senior ICT Design Advisor, Centre for Excellence in Universal Design, Ireland) – “The Centre for Excellence in Universal Design (CEUD)” • Daniel Casas (EDF Accessibility Policy Officer) – “Electronic Communication Services: the expectations of persons with disabilities” • Sabine Lobnig (Director for Communications at Mobile & Wireless Forum (MWF)) - “Accessible information on accessible devices” • Benoit Vivier (Public Affairs Director at European Emergency Number Association (EENA)) – “Ensuring equivalent access to 112” • Lorelien Hoet (Government Affairs Director EU at Microsoft)

	<ul style="list-style-type: none"> Q&A/Discussion Moderator: Indre Jurgelioniene, RRT, Lithuania
15:20-16:00	<p>Session 6 – Emergency Communications</p> <ul style="list-style-type: none"> Freddie McBride (Director for digital communications policy and regulation at EENA) – “Transitioning to packet-switched emergency communications” Mick Fox (Advisor, ComReg, Ireland) – “Enhanced Caller Location for Emergency Calls” Pinar Sendergecti (Regulation and Competition Affairs Director at ecta) – “Transforming the future, releasing digital innovation” Q&A/Discussion Moderator: Mervyn Hickey, ComReg, Ireland
16:00-16:30	<p>Closing Remarks</p> <p>BEREC End User Working Group co-chairs and moderators of the sessions (Marina, Szilveszter, Mervyn, Indre)</p>