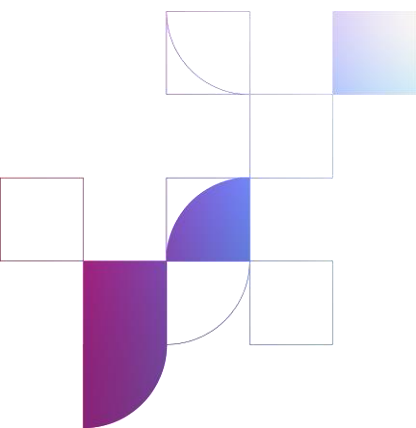


BEREC Statement

**On the review of the BEREC Guidelines
detailing Quality of Service parameters**



1 October 2026

Context

According to Article 104 of the European Electronic Communications Code¹ (EECC), national regulatory authorities (NRAs) in coordination with other competent authorities may require providers of Internet access services (IAS) and of publicly available interpersonal communications services (ICS), to publish comprehensive, comparable, reliable, user-friendly and up-to-date information for end-users on the quality of their services (QoS), to the extent that they control at least some elements of the network, and on measures taken to ensure equivalence in access for end-users with disabilities.

NRAs in coordination with other competent authorities must also specify, taking utmost account of BEREC guidelines, the QoS parameters to be measured, the applicable measurement methods and the content, form and manner of the information to be published, including possible quality certification mechanisms.

In 2020, BEREC published the first Guidelines detailing QoS parameters (Guidelines)². The first review of the Guidelines was finalised in 2024³. Section 6 of the present Guidelines sets out that a review of these Guidelines will commence 2 years from their adoption and publication in 2024. The Guidelines are issued to provide guidance to NRAs in respect of Article 104 of the EECC and to contribute to the consistent application of Article 104(2) and Annex X. In 2024, BEREC updated the Guidelines, amongst other things, to reflect developments and references to relevant measurement methods of some QoS parameters as set out in Annex X of the EECC in relation to IAS.

The Guidelines (as amended in 2024) continue to provide a robust and harmonised framework for the implementation of Article 104 of the EECC. The QoS parameters and measurement methodologies for IAS and ICS remain relevant and continue to support NRAs in promoting transparency and empowering end-users with respect to service quality at this time.

BEREC assessment

The assessment was conducted against the current regulatory, market and technological landscape. The ongoing discussions on the proposed Digital Networks Act (DNA)⁴ may lead to significant changes to the EU electronic communications regulatory framework and the scope of regulated electronic communications services (ECS). As BEREC noted in BEREC position paper on end-user rights⁵, the scope of Article 94 in the DNA is limited to IAS, while a solid basis for the publication of the observance of quality of service parameters for all relevant ECS, including ICS, is omitted.

Initiating a formal review to update or amend the Guidelines before there is greater clarity on the future EU electronic communications legislative framework could create regulatory uncertainty and result in extensive and duplicative work.

¹¹ Directive (EU) 2018/1972.

² BoR (20) 53, https://www.berec.europa.eu/en/document-categories/berec/regulatory-best-practices/guidelines/berec-guidelines-detailing-quality-of-service-parameters-0?language_content_entity=en ³
BoR (24) 42, <https://www.berec.europa.eu/en/document-categories/berec/regulatory-best-practices/guidelines/berec-guidelines-detailing-quality-of-service-parameters-1>

³ BoR (24) 42, <https://www.berec.europa.eu/en/document-categories/berec/regulatory-best-practices/guidelines/berec-guidelines-detailing-quality-of-service-parameters-1>

⁴ <https://digital-strategy.ec.europa.eu/en/policies/digital-networks-act>

⁵ BoR (26) 88_15, <https://www.berec.europa.eu/en/berec-position-papers-on-the-digital-networks-act-proposal>

Concerning the parameters relevant for end-users with disabilities, advancements to harmonised standards relating to the European Accessibility Act (EAA)⁶ and accessibility requirements may impact the definition and measurement methods of QoS parameters related to equivalent access for end-users with disabilities. BEREC notes that June 2026 marks the first year of application of measures established under the EAA, which further ensure accessibility for end-users with disabilities when accessing and using ECS. Articles in the EECC set requirements for the equivalence of choice. There is a correlation between the accessibility requirements of the EAA relating to ECS services and information, and the requirements relating to equivalent access and choice under the EECC.

In BEREC's position paper on end-user rights⁷, BEREC welcomes the retention of a specific provision in Article 111(1) of the DNA, but BEREC finds it appropriate to elaborate on Article 111 of the DNA in alignment with the minimum requirements for consumer electronic communication services listed in the EAA.

BEREC also continues to address relevant market, technological and regulatory developments through its ongoing work programme, including work on emerging technologies, quality indicators for evolving network architectures, accessibility-related aspects, and other issues relevant to end-users. These activities enable BEREC to monitor developments and to identify any future need to update or amend the Guidelines without initiating a formal review during a period of legislative transition.

BEREC observation

In this light, based on this preliminary assessment, BEREC observes that the prudent, time and resource-efficient approach, taking account of the fact the Guidelines remain appropriate and fit for purpose and given that relevant issues will still arise for consideration under other work programmes, is not to open a formal review of the Guidelines at this time. The Guidelines remain appropriate and fit for purpose in the current regulatory environment.

BEREC continues to monitor market, technological and legislative developments, including the progress of the proposal for the DNA and the implementation of the EECC and the EAA (concerning ECS), and will give further consideration to a formal revision of the Guidelines should material developments warrant such action.

⁶ Directive (EU) 2019/882.

⁷ See footnote 5.

