

BEREC Update

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4th December 2019

AGENDA

- BEREC Strategic Priorities
- BEREC Work completed 2010 onwards
- Summary Findings of BEREC Report on best practices for Ensuring Equivalence in Access and Choice for Disabled End-Users BoR (18) 30

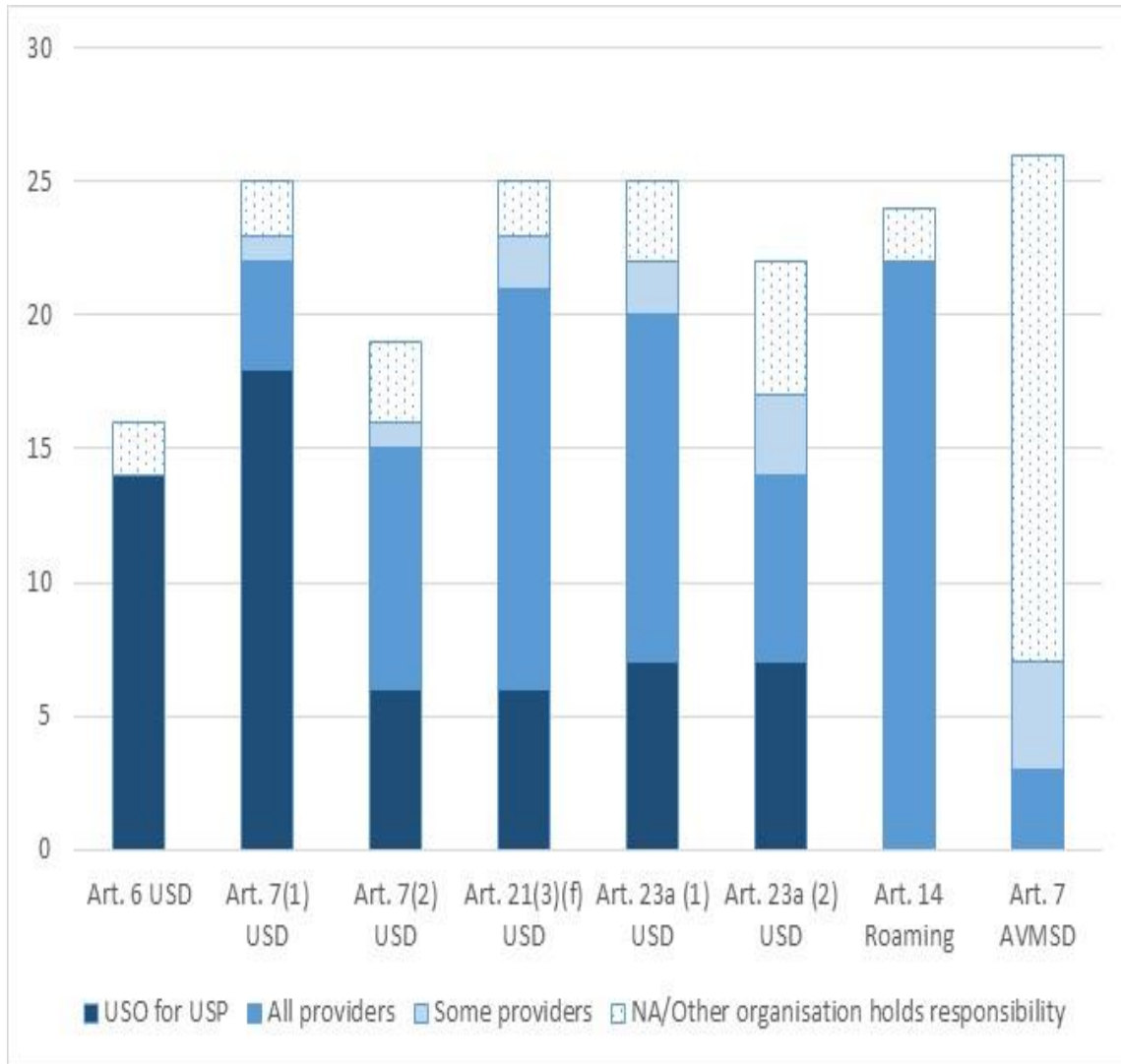
Exploring new ways to boost consumer empowerment

- BEREC's Strategic Priority outlines our role in promoting the interests of EU citizens and protecting **the interests of vulnerable end-user groups**.
- It includes a role for BEREC to study demand side aspects of the market, to monitor market evolutions and, to respond to ensure end-users' **continued ability to use the services of their choice**, at appropriate levels of price and quality.
- Today I will share the findings of a BEREC Report published in 2018 that provides a snap shot of the provision of ECS for disabled end-users across Europe, in particular focusing on the promotion of equivalent access and choice.

- 2011 Feb BEREC published a report on Electronic Communications Services: Ensuring equivalence in access and choice for disabled end-users ref BoR (10) 47 Rev 1
- 2013 Oct BEREC held a public Workshop discussing what has been done so far to improve accessibility for disabled citizens and what are the main challenges faced by disabled users accessing electronic communication services
- 2015 BEREC held a further public workshop and in December produced a report BoR (15) 201 that set out the current state of provision of ECS & Insights into the needs of disabled end users
- 2018 March BEREC produced a further update 'Reports on best practices for ensuring Equivalence for Disabled End Users' BoR (18) 30 the highlights of which I now present

**BEREC Report on best practices for
Ensuring Equivalence in Access and Choice
for Disabled End-Users
BoR (18) 30**

Implementation of specific regulations related to disabled end-users



Universal Service Obligation

- Article 6 – USO Accessibility of public pay phones
- Article 7(1) – USO Access to and affordability of services incl emergency svcs, DQ and Directories equivalent to that enjoyed by other end users
- Article 7(2) – USO Ensure disabled end users have choice of providers

End Users Interests and Rights

- Article 21 (3) – Transparency and publication of information (f) regularly inform disabled subscribers of details of products and services designed for them
- Article 23a– Ensuring equivalence of access and choice for disabled end-users incl availability of Terminal Equipment

Roaming Regulations

- Article 14 - Personalised pricing information on request

Audiovisual Media Services Directive

- Article 7 provision of accessible media svcs

Monitoring of compliance with the specific measures related to accessibility and choice for disabled end-users

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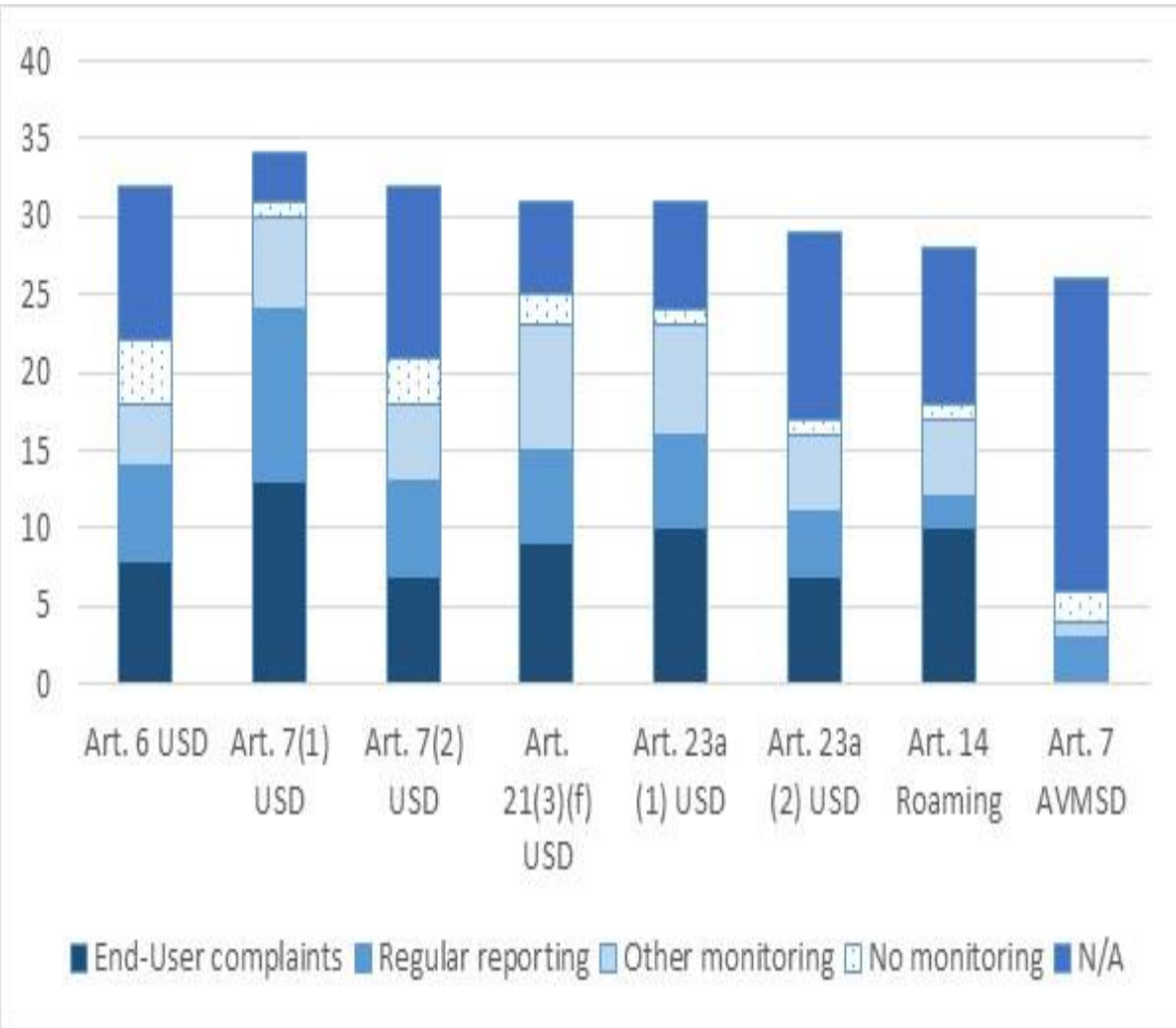
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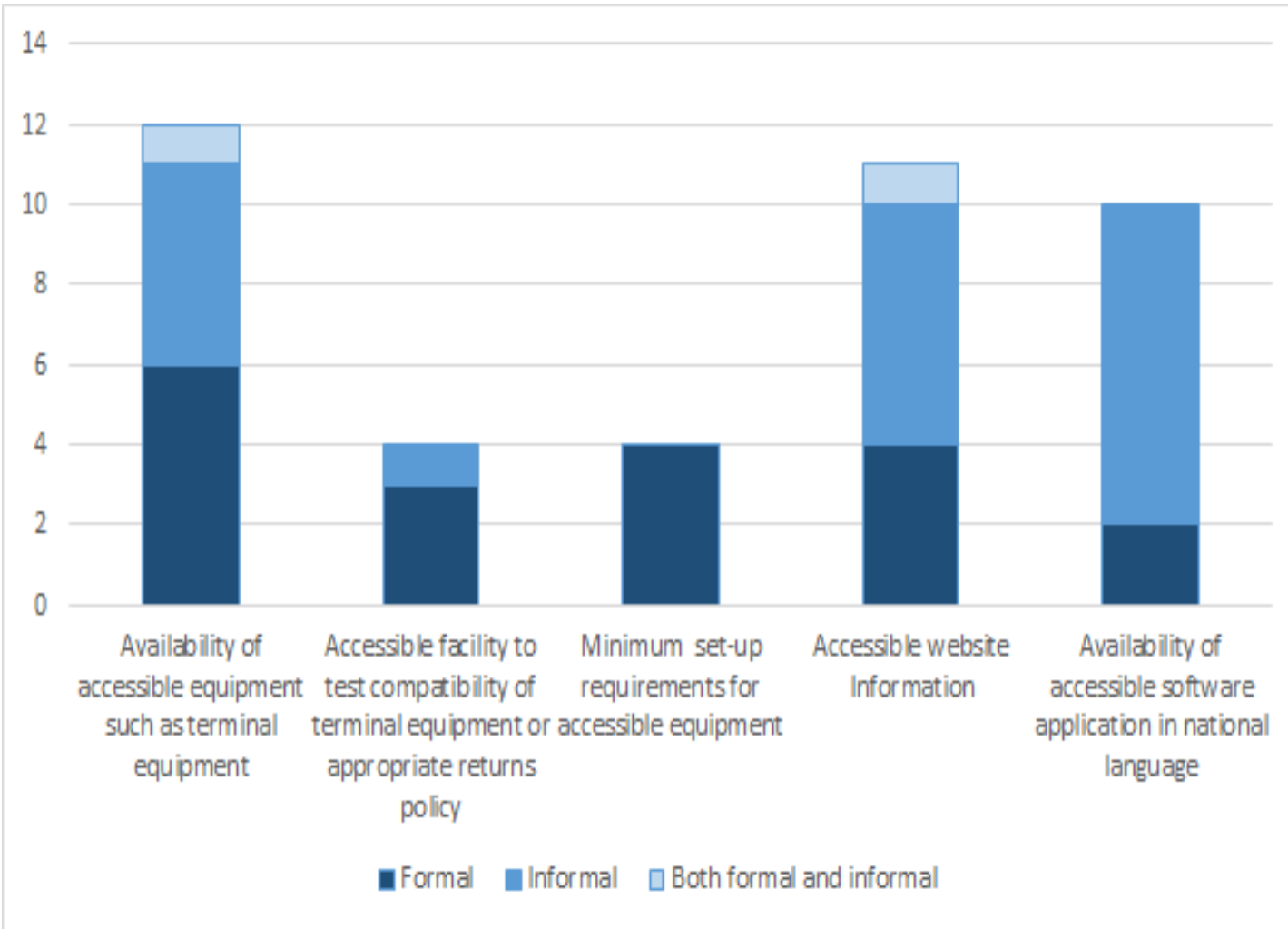
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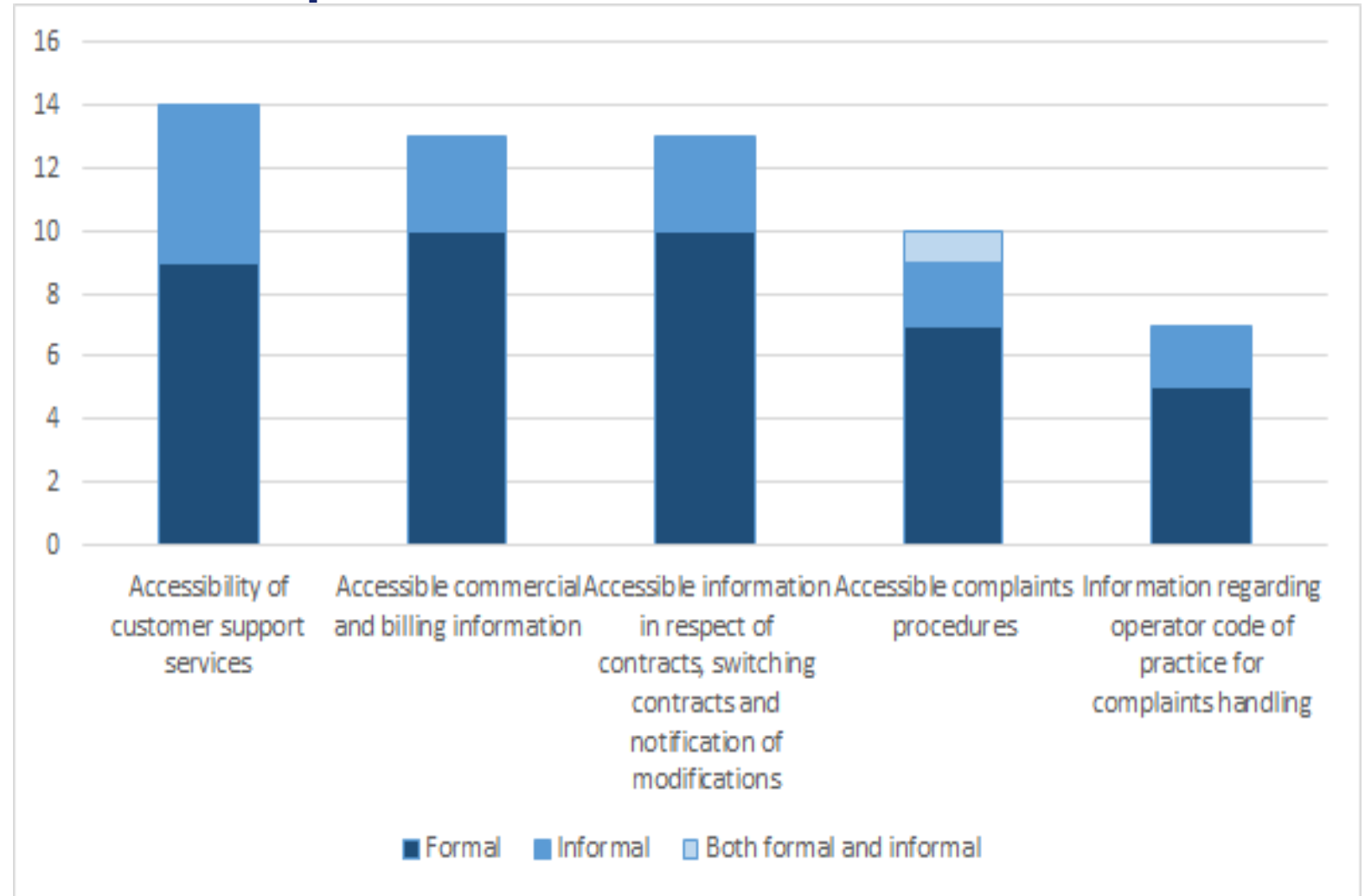
Availability of additional measures with regard to accessible terminal equipment, software and website information



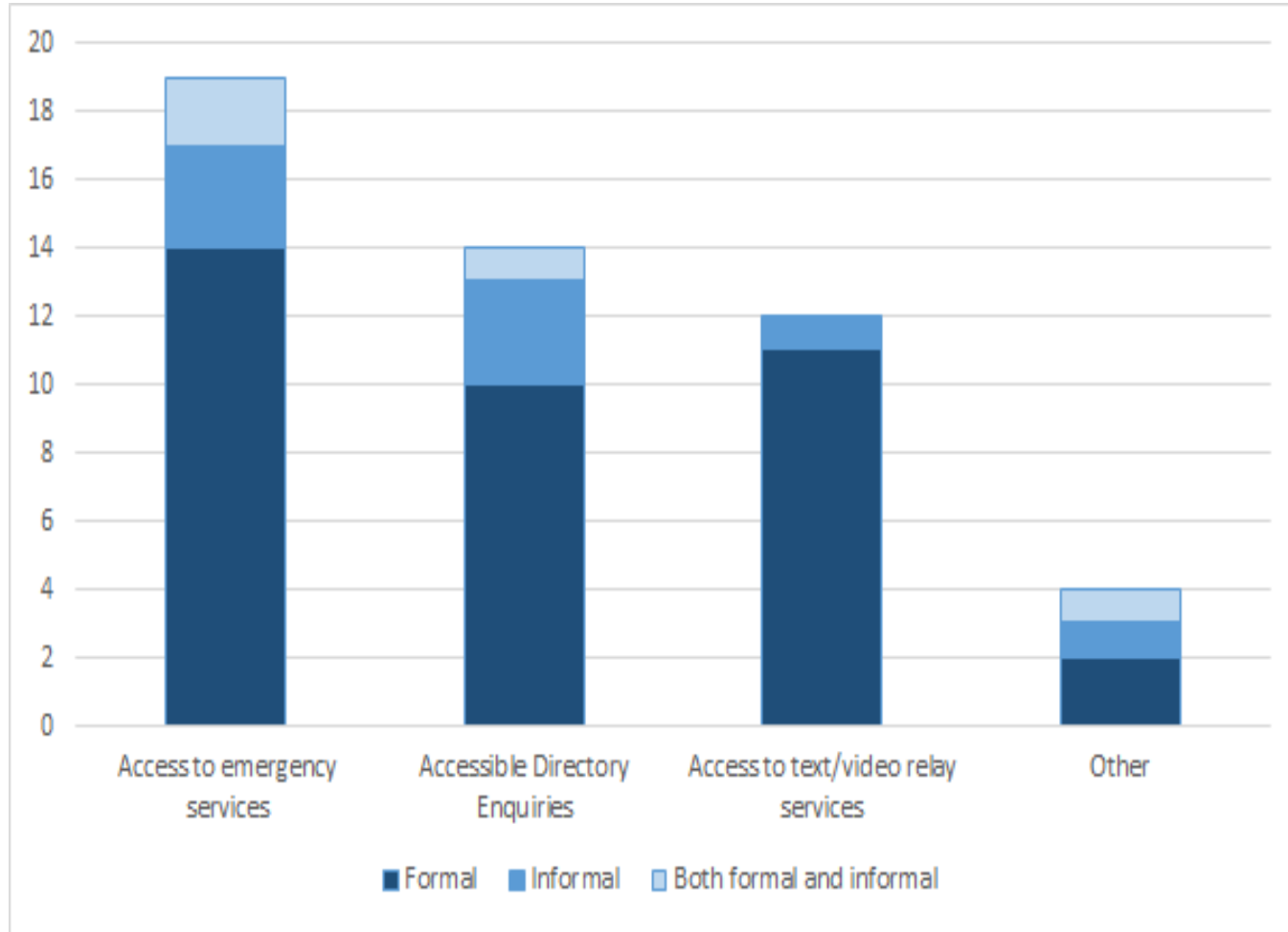
- 12 countries have additional measures with regard to the availability of equipment
- 4 countries - accessible facility to test compatibility of terminal equipment or appropriate returns policies
- 4 countries offer additional measures regarding minimum set-up requirements for accessible equipment
- 11 countries have additional measures with regard to accessible website information
- 10 countries have additional measures for the availability of accessible software applications in the national language

Questions on several additional measures regarding customer services and complaints were included in the questionnaire:

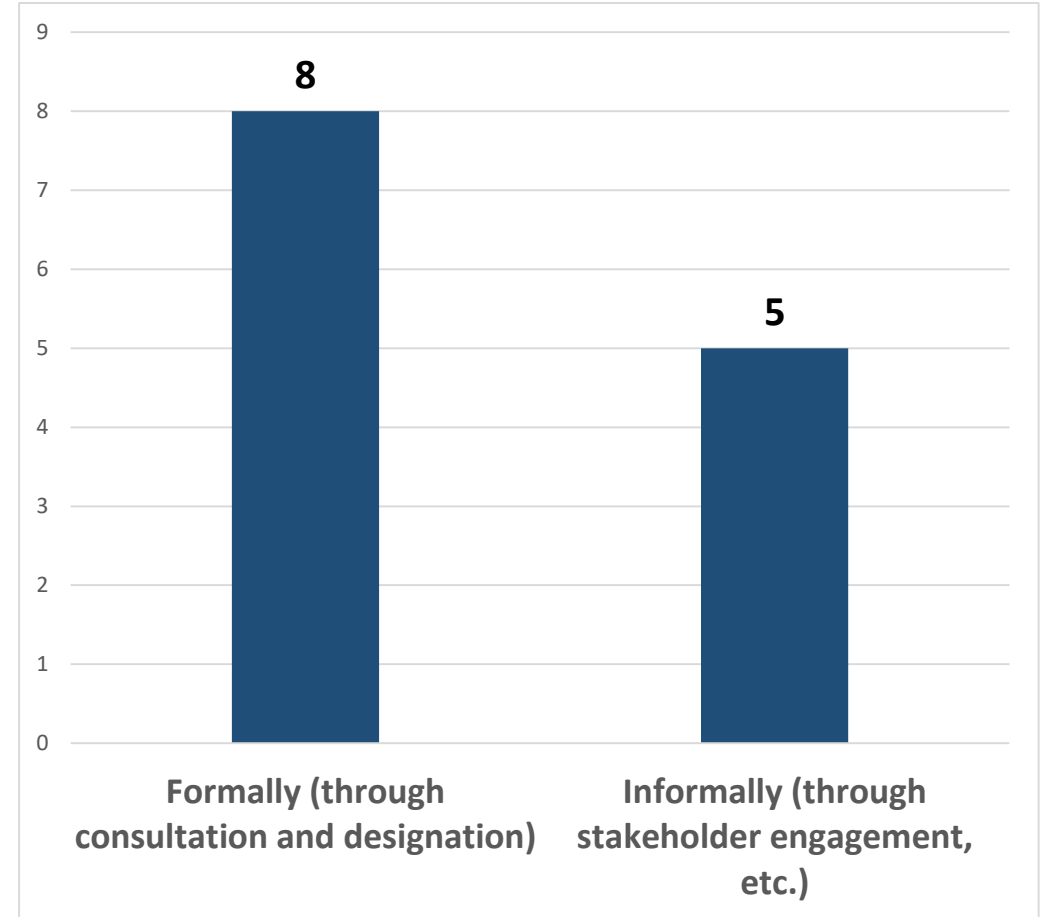
- accessibility of customer support services;
- accessible commercial and billing information;
- information regarding operator code of practice for complaints handling;
- accessible complaints procedures;
- accessible information for contracts, switching contracts and notification of modifications.



Other Measures



Terminal Equipment



Ensuring Equivalence of Access and Choice

The report concludes that

- 24 of the 28 NRAs actively engage with representatives from the disabled community by formal consultations, meetings, focus groups and/or formal cooperation networks;
- NRAs having regard for national circumstances, adopt different approaches to ensuring equivalence of access and choice to electronic communications services;
- The report serves as a tool to assist and inform NRAs as they evaluate adopting policies to ensure equivalent access and choice for disabled end-users.

Thank You

- Art 84 **Affordable** adequate broadband internet access and voice communications to all consumers.
- Art 85: **Affordability** measures for low-income or special social needs consumers: if retail prices are not affordable: support or tariff options.
- Art 85: **availability and affordability** of related terminal equipment, **specific equipment and specific services for consumers with disabilities, including where necessary total conversation and relay services.**
- Art 102 Information requirements for contracts: **in an accessible format for end-users with disabilities**; to include information on the extent to which the products and services are designed for end-users with disabilities.
- Art 103 Transparency: **information to be published in an accessible format for end-users with disabilities.**

- Art 104 Quality of service: **information on the quality, including on measures taken to ensure equivalence in access.**
- Art 109: **Emergency communications:** access for end-users with disabilities to emergency services through emergency communications available and equivalent in accordance with ... the Accessibility Act.
- Art 111: **Equivalent access and choice** for end-users with disabilities: requirements to be met by providers of electronic communications services.
- Art 114: **Must carry obligations:** may be imposed by MSs (requirements) on providers of ECN or ECS used for the transmission of radio and TV broadcast ... in particular services to enable appropriate access for end-users with disabilities.