

## FINAL PROGRAMME

**Public Hearing**  
**Committee on the Internal Market and Consumer Protection**

### **European Electronic Communications Code - boosting consumer confidence, connectivity and innovation?**

**21 March 2017 from 15h00 to 17h00**

**European Parliament, Brussels**  
**Room Altiero Spinelli (3G-3)**

#### **15.00 - 15.10    Opening remarks**

- **Mrs Vick FORD, IMCO Chairman**
- **Mrs Dita CHARANZOVÁ, IMCO Rapporteur**

#### **15.10 - 16.00    Session 1: Affordable basic broadband for all - new approach to Universal Service Obligation**

*Focus: Emphasis on affordable basic broadband access and voice communications as universal service, with national flexibility; definition of broadband capacity via list of services used by majority of end-users; approach to financing universal service; right to contract for vulnerable consumers; equivalent access for disabled end-users and affordability of terminal equipment for disabled;*

**Contribution by panellists**

**Questions & Answers**

**16.00 - 16.50 Session 2: A strengthened and harmonised framework for end-user rights in the electronic communication sector - encouraging consumers and businesses?**

*Focus: Interplay between horizontal and sector-specific rules, between traditional operators and “over-the-top players”; review of sector-specific provisions (transparency, consumption control and comparison tools, contract duration, quality of service parameters, switching and portability, approach to bundles); Emergency Communication Services, 112 and 116;*

**Contribution by panellists**

**Questions & Answers**

**Invited Panellists:**

- Mr Anthony Whelan, Director, Directorate B Electronic Communications Networks and Services, DG CNECT, **European Commission**
- Mr Ondrej Maly, **Independent Expert**, Former Member of Czech National Regulatory Authority for Electronic Communication Services
- Mr Marc Lebourges, Director of Europe and Economic Regulation, **Orange**
- Mr Kevin Martin, Vice-President for Public Policy, Mobile and Global Access, **Facebook**
- Mr Martin Salamon, Chief Economist, **Danish Consumer Council**, Representative of **BEUC**
- Mr Alejandro Moledo, New Technologies and Innovation Officer, **European Disability Forum**
- Ms Kaili Tamm – Expert at the Development Department at **Estonian Emergency Response Centre**, Estonia
- Ms Olga Batura, Senior Fellow at **Institute for Information, Telecoms and Media Law**, Westfälische Wilhelmsuniversität

**16.50 - 17.00 Closing remarks**

- **Mrs Vick FORD, IMCO Chairman**
- **Mrs Dita CHARANZOVÁ, IMCO Rapporteur**