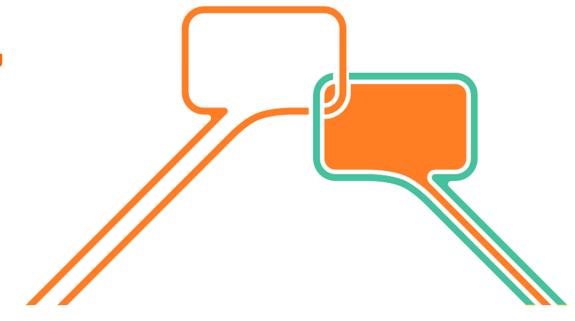
End-Users Rights European Electronic Communications Code proposal

21st March 2017

European Parliament - IMCO Hearing





Orange calls for clarification of the ECS scope and supports full harmonisation of sector-specific end-users rights

	Current draft provisions	Changes to be made	Reasons why
Definition of Electronic Communications Services (ECS)	 3 categories 1st category: Internet Access Services (IAS) 2nd category: Interpersonal Communications Services (ICS) 3rd category: "Conveyance of Signal" including for Machine-to-Machine 	The 3 rd category should - only concern pure transmission services - and exclude - Interpersonal Communication Service, ICS - Information Society Service, subject to the e-commerce Directive	 Any service should only belong to one single regulatory category to avoid inconsistent end-users protection uncertainties for providers and market distortion Same right for innovation for all market players



Full harmonisation of end-users rights supports the objective of the Single Market for ECS

Orange calls for a more focussed sector-specific service regulation, subject to serious cost/benefit assessment

- Sector-specific regulation should focus on IAS and ICS
- 2 Several provisions to be reviewed, based on a feasibility & cost / benefit analysis

Example 1 - Contract information provisions

- Jitter and latency parameters
- Unbundle price elements of packages

Example 2 - Switching provisions

 Efficient switching process must be 100% controlled by receiving operator with no interference from transferring operator

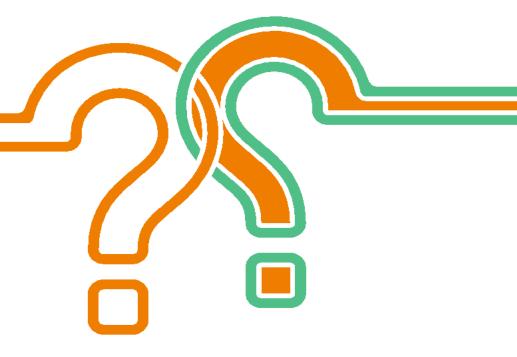
3 Bundles

- Specific provision may be required for triple or quadruple play offers
- BUT a generic provision changing cars or credit into a telecom service does not make sense

Orange strongly calls for a re-assessment of end-users provisions based on

- Better reliance on Open Internet Regulation and Consumer Law acquis
- Robust costs / benefits analysis for end-users and providers

Thank You





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