

PROGRAMME

Hearing of the Committee on the Internal Market and Consumer Protection

A Single Telecommunications Market **Boosting consumer confidence, business opportunity and innovation**

27 November 2013 from 15h00 to 17h00

**European Parliament, Brussels
Altiero Spinelli (ASP), room 3G3**

15.00 - 15.10 Opening session

15.00 - 15.10 Opening by the Chairman, **Mr Malcolm Harbour CBE**

15.10 - 16.00 Session 1: Enhanced harmonised end-user rights - encouraging consumers and businesses to make the most of the Single Telecoms Market

Focus: Implications of scope extension to B2B; 'minimum' versus 'maximum' harmonisation; proposed provisions on information obligations, increased transparency, consumption control and better comparability of information on prices, tariffs, terms and conditions, quality of service parameters; switching, contract termination and number portability (Article 21, 22, 25-30 of the proposed regulation)

Panel discussion

- Mr Pula Houghton, Director of consumer markets, Which?
- Mr Kip Meek, Director Public Policy, Everything Everywhere (EE)
- Dr Margit Brandl, Global Head of Telecoms and Trade Policy, DigitalEurope

Questions & Answers session

16.00 - 16.50 Session 2: Encouraging innovation whilst safeguarding open access to an internet of high quality - how to strike the right balance?

Focus: Provisions on safeguarding the rights of consumers, content, application and internet service providers to an open internet through harmonised traffic management rules and a general prohibition of discrimination, blocking and throttling; enabling the provision of innovative specialised services through enhanced levels of assured service quality; the role of BEREC and NRAs in terms of guidance, monitoring and enforcement (Art 23 -24 of the proposed regulation)

Panel discussion

- Ms Nadia Trainar, Chair of the Net Neutrality Expert Working Group, Autorité de régulation des communications électroniques et des postes (ARCEP, on behalf of BEREC)
- Mr Jens-Henrik Jeppesen, Director European Affairs, Center for Democracy and Technology (CDT)
- Dr Andrea Renda, Senior Research Fellow, Centre for European Policy Studies (CEPS)
- Mr Guillermo Beltrà, Senior Policy Officer, The European Consumer Organisation (BEUC)

Questions & Answers session

16.50 - 17.00 Closing comments

16.50 - 17.00 Closing remarks by the Chair, **Mr Malcolm Harbour CBE**

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