

# Union of Working Consumers of Greece



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Comments and observations of the Union of Working Consumers of Greece (EEKE) on the text of the guidelines of BEREC European agency for the implementation of EU Rules E.E.2120/2015

In reply to your email letter of 06.29.2016 and the participation on 07.05.2016 of the Union of Working Consumers of Greece (EEKE) in the meeting called by the National Telecommunications and Post to discuss the text of the guidelines of BEREC, kindly accept our official (EEKE) comments in Greek and English language.

Regulation EU 2120/2015

*Article 3: Safeguarding of open internet access*

*Paragraph 3b, 3c:*

*(b) preserve the integrity and security of the network, of services provided via that network, and of the terminal equipment of end-users;*

*(c) prevent impending network congestion and mitigate the effects of exceptional or temporary network congestion, provided that equivalent categories of traffic are treated equally.*

Comments: The network provider should secure that the end user connection is inaccessible by third parties. The creation of detection system is proposed with automatic rejection of any third party who attempts to enter the end-user network. This application could function in a manner similar to the operating mode of commercial antivirus programs

*Article 4: Transparency measures for ensuring open internet access*

*Paragraph 1b **kai** 1e:*

*(b) a clear and comprehensible explanation as to how any volume limitation, speed and other quality of service parameters may in practice have an impact on internet access services, and in particular on the use of content, applications and services;*

*(e) a clear and comprehensible explanation of the remedies available to the consumer in accordance with national law in the event of any continuous or regularly recurring discrepancy between the actual performance of the internet access service regarding speed or other quality of service parameters and the performance indicated in accordance with points (a) to (d).*

Comments:

1. Network speed: The creation of a certified network quality watch from the regulating authorities of each member state is proposed. The provision of a certified network quality watch mechanism empower the end user with the ability to measure, record and complain to the relevant authority any speed deviation he actually receives as a service from the network provider in comparison from the network speed stated in his final contract signed with him.
2. Parametric pricing: Since the service received by the end user from the service provider depends from multiple variables of either the network provider and or the end user, pricing is suggested to be invoiced parametrically based on all measurements as a function of all multivariable factors (speed, data volume and other quality parameters).
3. End user analytic billing and measurements list.

*Paragraph 1c:*

*(c) a clear and comprehensible explanation of how any services referred to in Article 3(5) to which the end-user subscribes might in practice have an impact on the internet access services provided to that end-user;*

Comments: An End user using a subscription service should have an analytic impact description provided to him via a separate dedicated site. This site, following end user confirmation, shall inform him that his network access might be affected possibly.

*Paragraph (20) & (21)*

*(20) The mobile communications market remains fragmented in the Union, with no mobile network covering all Member States. As a consequence, in order to provide mobile communications services to their domestic customers travelling within the Union, roaming providers have to purchase wholesale roaming services from, or exchange wholesale roaming services with, operators in a visited Member State.*

*(21) Regulation (EU) No 531/2012 of the European Parliament and of the Council ( 1 ) establishes the policy objective that the difference between roaming and domestic tariffs should approach zero. However, the ultimate aim of eliminating the difference between domestic charges and roaming charges cannot be attained in a sustainable manner with the observed level of wholesale charges. Therefore this Regulation sets out that retail roaming surcharges should be abolished from 15 June 2017, provided that the issues currently observed in the wholesale roaming markets have been addressed. In this respect, the Commission should conduct a review of the wholesale roaming market, and should submit a legislative proposal based on the outcome of that review.*

Comments: There is no assurance of any kind that the end user will have any financial benefit in roaming charges. In the hypothetical example where the destination/host country abolishes charges, consumer has no warranty of any kind for zero charges for call he will make from his home country to the host one. In the interim period until all roaming charges are abolished completely it is suggested that every regulating authority of every member state publish in their official site the wholesale interstate roaming charges and prices instead of the minimum charges. In this way consumers are protected from possible retail charges in the event that wholesale charges are nonexistent.

With kind regards,

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President

General Secretary