

Sent by e-mail to: BEREC-WP2025@distro.berec.europa.eu

18 October 2024

Public Consultation on the draft BEREC Work Programme 2025

Dear Sir/Madam,

EENA, the European Emergency Number Association, is a non-governmental organisation with the mission to contribute to improving the safety and security of people. We are proud to be a platform for everyone involved in the public safety community and to provide a space for collaboration and learning.

EENA welcomes the opportunity to respond to this public consultation on BEREC's Draft Work Programme for 2025. EENA's comments are limited to elements of the work programme related to promoting the interest of the citizens, most notably those related to emergency communications.

BEREC-BEUC Joint workshop on end-user rights

As stated in the draft Work Programme (Section 3.4), BEREC will hold a joint workshop with the BEUC on end-user rights in Q4 2025. This workshop, which will bring together regulatory bodies and civil society organisations, will discuss all aspects that can impact European consumers in a rapidly developing environment, and seek to identify actionable insights, policy recommendations or proposals for legislative changes in this regard. In doing so, the workshop will especially take into account the BEREC Opinion on Article 123 EECC, which is due in Q4 2024.

The report will *inter-alia* analyse to what extent effective access to emergency services is appreciably threatened in this regard, including due to an increased use of number-independent interpersonal communications services. In addition, Article 123(c) EECC notes that when preparing this report, BEREC must consider to what extent effective access to emergency services is appreciably threatened by market and technological developments.

Given the relevance of this report for public safety, EENA would therefore like to contribute to the proposed workshop scheduled for Q.4. 2025. EENA considers that its expertise and insights on emergency communications could benefit the workshop discussions.

Please contact me if you require any information or clarification on our submission.

Yours sincerely,

Peter Lonergan
Policy Officer
European Emergency Number Association.