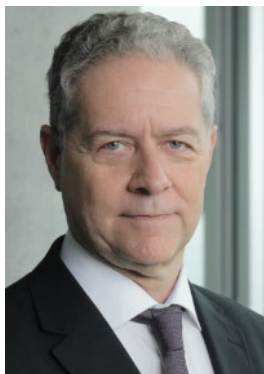


## **BEREC Workshop on End-Users rights 9<sup>th</sup> April 2024, Brussels (Belgium) SPEAKERS' BIOS**



**Tonko Obuljen**, the BEREC Chair 2024

President of the Council of Croatian Regulatory Authority for Network Industries (HAKOM) in 2018 and is currently serving his second five-year mandate. Prior to the presidency, he served as Director of HAKOM from 2006 to 2009 and as a Member of HAKOM's Council from 2009 to 2013. During the accession of the Republic of Croatia to the European Union (2005-2013) he was a member of the Information Society working group and also served as a member of the drafting teams for the harmonization of Electronic Communications Act and bylaws with EU legislation. From 1993 to 2006, he worked in the Croatian electronic communications industry, mainly in microwave and satellite communications. He participated in developing the Croatian state aid programs for backhaul and access networks and in setting up current end-user protection ecosystem in Croatia. In 2020, Tonko Obuljen also served as a Vice-Chair of the Body of European Regulators for Electronic Communications - BEREC.



**Indrė Jurgelionienė**, Co-chair of the BEREC EU WG

Indrė Jurgelionienė is a Chief Advisor at the Communications Regulatory Authority of the Republic of Lithuania (RRT). She joined RRT in 2013. Indrė has been, among other things, resolving out-of-court disputes between end-users and communication service providers, responsible for forecasts and data analysis of trends and developments in the regulated sectors, and international communications. She has also been engaged in various regulatory aspects, including access and ex-ante regulation, universal service provision, numbering and number portability, complaint handling, and consumer protection in electronic communications and postal sectors. Indrė has experience in team management as well as public policymaking and implementation, including the transposition of European Union legislation into national law and involvement in various national multi-stakeholder projects on both national and international levels. Indrė holds a Bachelor's degree in Law and a Master's degree in Civil law – from Mykolas Romeris University (Lithuania).



**Marina Ljubić Karanović**, Co-chair of the BEREC EU WG

Marina Ljubić Karanović is a Senior Legal Expert, Deputy Head of the Legal Affairs Department at the Croatian Regulatory Authority for Network Industries (HAKOM). At HAKOM, Marina provides legal support for all of HAKOM's activities, especially regarding consumer regulation and consumer protection strategies. Marina is involved in resolving disputes between consumers and operators, representing them in court in consumer disputes, drafting regulations under the Electronic Communications Act, and overseeing and ensuring compliance of terms of use and price lists with Telecoms Regulations. In addition, she actively participated as a Croatian expert participant in the adoption of the European Electronic Communication Code in the Council of the European Union. Furthermore, she has extensive media experience, participating in media, radio and Television programmes on consumer protection together with press statements.



**Mervyn Hickey**, Member of the BEREC EU WG.

Mervyn is Legal and Alternative Dispute Resolution Manager in the Commission for Communications Regulation (ComReg) in Ireland. In this role he advises on all end-user issues in the areas of electronic communications, premium rate, and postal services, with a particular focus on enforcement. He is a practising barrister, with over 20 years' experience, having worked in private practice prior to advising ComReg. In private practice his clients included telecommunications and technology companies and State departments. Mervyn has acted in a senior advisory capacity to Ireland's Communications Department. He has extensive experience working in dispute resolution having represented clients before various sectoral dispute resolution bodies and having acted himself as a mediator, adjudicator and an appeals panel member. In addition, Mervyn helped establish ComReg's electronic communications dispute resolution function.



**Szilveszter Ádám**, Deputy Director, Electronic Communications Supervision, NMHH, Hungary

Szilveszter Ádám is the deputy director responsible for the supervision of the electronic communications and postal services market at NMHH, the Hungarian NRA. Before that, he was active in the supervision of trust services. He is a lawyer with 20 years of experience in regulation and supervision.



**Maria Ruiz Mérida**, Co-chair of the BEREC PFT WG

Co-chair of the Planning and Future Trends Working Group of BEREC. BEREC gathers National Regulatory Authorities to coordinate sectoral regulation and provide technical advice to the EU institutions. The group is currently analysing network virtualization and, more generally, the interrelation of communication services with cloud and edge computing. Other latest activities of this group develop around the 5G ecosystem, the impact of artificial intelligence solutions in the telecommunications sector, the Data Act, among others. She has worked for the Spanish National Competition Authority and sectoral regulator, CNMC, since 2010 representing Spain in international regulatory fora such as BEREC, ITU, OECD. In this context, she has contributed to regulatory coordination and advice on matters such as the interplay between the DMA and the Electronic Communication Code, the provision of OTT services or the common positions to define wholesale access obligations. Before joining CNMC, she worked for the Spanish Parliament and the EC on international affairs.



**Sietse van der Gaast**, Senior Enforcement Officer, ACM, The Netherlands

Sietse van der Gaast is a co-chair of the BEREC Wireless Network Evolution Working Group. He holds a MSc in Computer Science from the University of Twente, and gathered over 25 years of experience in the telecommunication and Information and Communications Technology industry before joining ACM in March 2022, where he is involved in several activities and projects in areas such as wireless and fixed access. He previously worked for the Dutch advisory firm Stratix, and was active as project leader or expert in a variety of projects concerning fixed and mobile infrastructures, but also including topics such as datacentres, Internet of Things, Programme Making and Special Events and optical

wireless communication, involving policy advice, technology advice, business strategy and tendering of fixed and mobile infrastructure. Earlier he worked for Bell Labs Research and was active in the European Telecommunications Standards Institute standardisation, representing Alcatel-Lucent.



**Emily Fitzpatrick**, Legal Officer, European Commission

Emily Fitzpatrick is a Legal Officer with the European Commission Directorate-General for Communications Networks, Content and Technology, where she is contributing to EU electronic communications policy, implementation, and enforcement. She is working specifically on end-user rights. Prior to joining the Commission, Emily worked in the European Parliament and Irish Representation to the Council of the EU.



**Cláudio Teixeira**, Legal Officer, Digital and Consumer Rights, BEUC

Cláudio Teixeira is a Senior Legal Officer for Digital Rights in BEUC, the European Consumer Organisation, working on telecommunications, digital services and cybersecurity. As a law graduate, holds a Bachelor and Master of Laws in International and European Union Law from the University of Coimbra in Portugal, and a LL.M. in European Law from College of Europe in Bruges, Belgium. Prior to joining BEUC, Cláudio served as a Junior Legal Attaché in the Permanent Representation of Portugal to the European Union in Brussels during the Portuguese Presidency of the Council of the EU in 2021, working on the institutional negotiations of the Digital Markets Act and the Public CbCR Directive.



**Paolo Grassia** - Senior Director of Public Policy, ETNO

As Senior Director of Public Policy, Paolo oversees ETNO's work and institutional engagement on a range of regulatory and policy issues, including privacy and data protection, the data economy, cybersecurity, and digital services. In this capacity, he currently serves as a Board member of the European Internet Forum (EIF). Paolo joined ETNO in 2017 from the economic section of the United States Mission to the EU, where he covered technology, telecommunications, and data privacy as a policy advisor. Prior to that, Paolo was a consultant with APCO Worldwide and Community Public Affairs. In his consulting roles, he advised global companies in various sectors, with a particular focus on technology and telecommunications. Paolo started his career with two internships, respectively at DG COMP in the European Commission and in the EU affairs team of Telecom Italia. Paolo holds a Master's degree from Bocconi University in Milan and completed an Exchange program at Seoul National University. He is also a Certified Information Privacy Professional and Manager accredited by the International Association of Privacy Professionals (IAPP).



**Ricardo Garcia Bahamonde**, Director of Accessibility and Digital Inclusion at Atos, Spain

Ricardo García Bahamonde is Director of Accessibility and Digital Inclusion at Atos Spain. Since 2004 he has worked for organizations like ONCE Foundation (Spain), the Center for Inclusive Design & Innovation at Georgia Institute of Technology (Atlanta, GA, USA), AccessibilityOZ, the International Telecommunication Union (ITU), G3ict (USA), and the International Association of Accessibility Professionals (IAAP). Ricardo has held responsibilities in consulting, project management, and research in various countries. He holds a MA in Economics from the Complutense University of Madrid, Spain, and is a Certified Professional in Basic Accessibility Competencies (CPACC) by the International Association of Accessibility Professionals (IAAP).



**Laurence Nivot**, Manager, Cullen International

Laurence leads Cullen International's research on consumer protection, publishing country-by-country comparisons on key regulatory topics. She also monitors telecoms regulatory developments in Belgium and Lithuania. Before joining Cullen International in 2012, she worked for the European Commission's news website. Laurence holds a master's degree in European Law from the Aix-Marseille University (France).



**Tim Nuyens**, Senior Advisor, Consumer Department, BIPT, Belgium

Tim Nuyens is senior advisor at the Consumer Department of the BIPT, the Belgian telecom regulator. Among other things he deals with end-user switching, contract transparency and net neutrality. Tim has advised the Belgian permanent representation during the negotiation of the EECC in the EU Council Working Group. Currently, Tim is also a drafter in the Workstream of BEREC, dealing with the end-user's rights review.



**Luigi Marotta**, Consumer protection department, AGCOM, Italy

Luigi Marotta is a senior employee of the Italian Regulatory Authority for Communications (AGCOM) since 2007 and at present works for the Consumer protection department. Some of his previous job assignments regarded the Administrative Management of the Headquarters of AGCOM- Naples (2014-2016) and the registering of the contracts stipulated by AGCOM (2014-2016). Luigi worked also for the Italian Regulatory Authority for Energy, Networks and Environment (ARERA – 2002/2007). Luigi participated as an expert in several international missions to NTRA (National Telecommunication Regulatory Authority of Egypt, 2009-2010); the Authority of Israel's Telecom Regulator (2011;2022); the Telecommunications Regulatory Commission of Jordan (2012-2013); he was also the Resident adviser in the twinning with the Tunisian "Instance Nationale des Telecommunications (INT)" (2016-2017). Previously, he worked as a doctor in law and a lawyer (1996-2002) and as a law teacher and tutor. He authored or co-authored some scientific publications dealing with telecommunications research. Luigi graduated in law at Federico II University of Napoli and completed a qualification in Management, Economy and Right of network services (MIP- Politecnico di Milano) and a three-year course of Specialization in Law and Criminal Proceeding.



**Gerd Kiparski**, General Counsel, 1&1, Germany

Gerd Kiparski is the General Counsel to 1&1, a leading German telecommunication provider offering fixed and mobile telecommunication services as well as TV broadcasting. As General Counsel, Gerd leads the Legal, the Privacy, the Compliance and the Legal Interception Departments. Besides his engagement für 1&1, Gerd is a member to the board of DGRI (Deutsche Gesellschaft für Recht und Informatik – German society for law and IT) and he is the chair to BITKOM's Consumer and Competition working group. Gerd studied law in Bonn (Germany) and Prague (Czech Republic), holds a PhD from the University of Oldenburg (Germany) and a MBA from Heilbronn University. Prior joining 1&1 Gerd worked in the Group legal department of the car manufacturer Daimler in Stuttgart (Germany) and for Tele2 in Düsseldorf (Germany) and later on in Stockholm (Sweden). He started his career as an attorney in a law firm in Switzerland.



**Mark Stivala**, End-User Affairs Manager, MCA, Malta

Mark Stivala joined the Malta Communications Authority in 2005 and has a deep understanding of consumer protection in the telecoms sector. Mark has held various roles within the Authority and is now leading MCA's end-user affairs team contributing actively in the development and implementation of MCA's regulatory policy with respect to end-user affairs. Mark has a proven track record of advocating for end-user rights and promoting fair competition in the telecoms market. Through his efforts, the MCA has been able to establish strong relationships with industry stakeholders and end-user advocacy groups, leading to improved regulation and better protection for Malta's telecoms end-users.



**Andro Marčev**, Senior Expert, HAKOM, Croatia

Andro Marčev has been working at HAKOM for fifteen years, and in addition to protecting the rights of end users, he also deals with net neutrality and roaming. He participated in the adoption of legal regulations and checks their implementation on the operator's side. He is currently the head of the consumer protection department.



**Boštjan Okorn**, Slovene Consumers' Association ZPS, Slovenia

Boštjan Okorn joined the Slovene Consumers' Association ZPS in 2006 and has been since active as the head of comparative testing, technology, and sustainability expert. He's been particularly active in the field of telecommunications, also as a member of BEUC Digital Expert Group and Slovenian Electronic Communication Council. As in his previous job (tech and car journalist) he observed the evolution of technologies especially from the end-consumer point of view and thus often finds a discrepancy, connected also with the lack of sensitivity on the part of providers. This was proved also by analyses and research he performed during the past years, including several hidden consumer visits to operators' service shops.



**Michael Milligan**, Secretary General, MWF

Michael is the Secretary General of the Mobile & Wireless Forum (MWF), an international association of companies interested in mobile and wireless communications. He represents the association and its members to governments and other stakeholders on various issues, including health and safety, security and accessibility. His formal qualifications include a Bachelor of Arts (Hons.), Laws and a Master of Laws.



**Teresa Felix**, Senior Analyst, Cullen International

Teresa follows telecoms, postal, and digital economy regulation in Portugal. She is a legal expert in EU and national consumer protection regulation. Before joining Cullen International, Teresa worked in Portugal at the national regulatory authority for communications (ANACOM) as a legal adviser to the Information and Consumers department. She has also worked as a legal adviser for the Portuguese Association for Consumer Protection (DECO).



**Tore K. Christensen**, Senior Advisor, ADSI, Denmark

Tore has a master's degree in law from the University of Aarhus. Since 2010 he has been working with telecom at the Agency for Data Supply and Infrastructure (ADSI). In this position he has been responsible for Universal Service Obligations, emergency communication, open internet regulation and end-users rights in general.



**Kristina Baltauskienė**, Adviser, Legal and consumer rights protection group, RRT, Lithuania

Kristina has more than 10 years of experience working in the Legal division of NRA in Lithuania. The main functions spanning from dispute resolution between end-users and providers of electronic communications services, preparation of legal conclusions on different aspects of NRA activities to drafting of legal acts.



**Susanne Blohm**, Policy Advisor, Federation of German Consumer Organisation, Germany

Susanne Blohm currently works as a policy advisor at the Federation of German Consumer Organisation. Blohm has background in Political Science and Law from Berlin and Konstanz Universities. Previously, she worked in the public affairs team at Software AG and at a consulting agency focusing on public affairs in copyright law. At the Federation of German Consumers, Blohm's work focuses on consumer rights in the telecommunications market.



**Inmaculada Placencia Porrero**, DG EMPL, European Commission

Inmaculada Placencia Porrero is a Senior Expert on Social Affairs, Disability and Inclusion at Directorate-General Employment, Social Affairs, and Inclusion at the European Commission. Her unit is responsible for the coordination of European policies for persons with disabilities. She was responsible for the Task Force for the preparation of the European Accessibility Act and remains responsible for its transposition. Currently, she is leading the team working on the implementation of the Strategy for the Rights of Persons with Disabilities 2021-2030, and of the United Nations Convention on the

Rights of Persons with Disabilities (UNCRPD).



**Dr. Donal Fitzpatrick**, Senior ICT Design Advisor, Centre for Excellence in Universal Design, Ireland

Dr. Donal Fitzpatrick is the Senior ICT Design Advisor at the Centre for Excellence in Universal Design, where he leads on projects directly related to the European Accessibility Act and other policy initiatives pertaining to Universal Design in the context of digital environments. Prior to joining the Centre for Excellence in Universal Design, Dr. Fitzpatrick spent twenty years working as an academic, focusing on research into various aspects of usability, user experience and accessibility.



**Daniel Casas**, Accessibility Policy Officer, EDF

Daniel Casas is Accessibility Policy Officer at the European Disability Forum (EDF), the umbrella organisation that defends the interests of over 100 million persons with disabilities in the EU. His work at EDF focuses on accessibility and freedom of movement, covering areas and policies such as transport, the built environment, accessibility of goods and services, ICT and new technologies and standardisation. Before that, he worked for three years as Policy Officer at the Delegation of the Government of Catalonia to the EU. Daniel holds a bachelor's degree in Philosophy, Politics and Economics (Spain) and a master's degree in

European Integration (Belgium).



**Sabine Lobnig**, Director for Communications, MWF

Sabine is the MWF's Director for Communications. The MWF is the international association of companies with an interest in mobile and wireless communications including the evolution to 5G and the Internet of Things. One of the MWF's main projects is the Global Accessibility Reporting Initiative (GARI). GARI's mission is to inform consumers about existing accessibility solutions in the market today and help them identify devices with features that best help their individual needs. This includes mobile phones with built-in screen readers, "simple access" for

persons who find today's user interfaces overwhelming, Wearables with haptic feedback, Smart TVs that allow voice recognition for accessing features, or mobile apps that have been developed specifically to help overcome a barrier in daily life like finding accessible locations.



**Benoît Vivier**, Public Affairs Director, EENA

Benoît Vivier joined EENA in September 2015 and is in charge of EENA's public affairs work. He is EENA's liaison with the institutions of the European Union as well as other stakeholders, and works on projects including public warning systems and emergency caller location. Benoit is a French/Belgian national and has graduated in International Relations at Sciences Po Lille (France) and European Political and Administrative Studies at the College of Europe in Bruges

(Belgium).



**Freddie McBride**, Director, Policy & Regulation, EENA

Freddie McBride is EENA's director for digital communications policy and regulation, joining in January 2021. Prior to his role at EENA, he was the European Communications Office's deputy director and expert in numbering and networks, joining in November 2012 from the Commission for Communications Regulation, Ireland's telecoms regulator. He is a business graduate with a MSc in Computing and Information Systems and a Professional Diploma in Regulatory Governance. He has over 25 years' experience in the telecommunications industry.



**Mick Fox**, Advisor, ComReg, Ireland

Mick Fox is a seasoned technical professional in the telecommunications industry with over two and a half decades of experience. He started his career in the mobile industry, where he worked for 12 years on developing innovative messaging and data solutions for various mobile operators and vendors. He then switched to the network performance monitoring and CEM field, helping telecom companies improve their service quality and customer satisfaction.

Mick's current role is as a technical advisor for the Irish Telecoms regulator ComReg, where he provides expert guidance on technical issues over a broad range of technologies including emergency communications.



**Pinar Serdengecti**, ecta

Pinar has 20 years of experience in the telecommunications sector, while working for various operators. Before joining ecta in October 2021 she worked as Director of Regulatory and Competition Affairs at Iliad Italia, the fourth MNO in Italy, that she joined in October 2017. From 2008 until 2017 she worked in the Regulation and Competition Affairs Department at Vodafone Italia, contributing to the start-up and growth of its fixed services business in Italy, and following all network and economic regulatory aspects of fixed business and ultimately also the Content/STB and Copyright regulation aspects. She started working at Telecom Italia in 2004 as an analyst in the International Regulatory Affairs Department and later as a specialist in Telecom Italia's Regulatory Strategy Department. Pinar is born in Istanbul and holds a BSc in Economics & Social Sciences from the Bocconi University in Milan, a MA in International Management and Business Administration from the Bocconi University and a MA in Economics of Competition Law from King's College - University of London.