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Simplification in the Digital Networks Act must not come at the expense of consumers

BEUC welcomes the proposed codification of key consumer rights in telecoms but warns this should not reduce or go against higher levels of consumer protection.

The liberalisation of EU telecoms markets has been a success story for consumers, providing more competition, innovative services and lower prices. Additional simplification proposals risks undermining key checks and balances that ensured telecom markets remain competitive. This could risk weakening rules for market access and powers of national regulators, as well as undermining the critical independent role of BEREC (Body of European Regulators of Electronic Communications).

BEUC also regrets that the proposal raises significant questions as to the preservation of net neutrality, by weakening critical safeguards that protect the future of the open internet whilst still entertaining measures that recall past “network fees” proposals.

Agustín Reyna, Director General of BEUC, commented:

“We welcome the recognition of the importance of end-user rights in telecom markets. These rights are what enables consumers to find and switch to services that fit their needs best. However, the proposed simplification measures risk undermining rules designed to ensure competitive markets and the role of independent regulators. We call on the Commission to ensure that EU telecoms rules continue to defend competition, consumer welfare and the principle of net neutrality”.