



The Consumer Voice in Europe

Protecting consumers' interests in the Digital Economy

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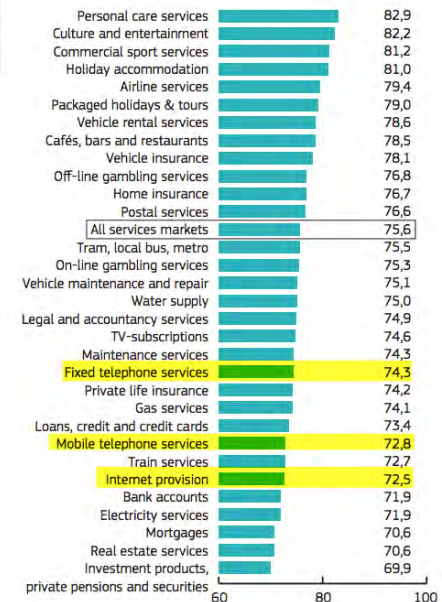
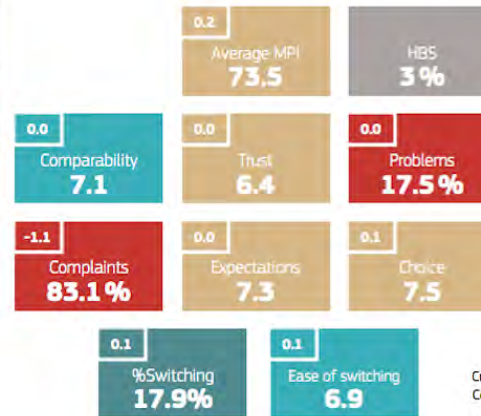


The telecom cluster includes the markets for fixed and mobile telephone services along with the markets for internet provision and TV subscriptions, which together make up 3% of the household budget. These markets are characterised by a limited number of potential suppliers. Telecom services are generally used on a daily or frequent basis, whereas the decision on potential supplier is often made from a long-term perspective, usually through the signing of a contract.

- Fixed telephone services
- TV subscriptions
- Internet provision
- Mobile telephone services

High incidence of problems and complaints

This market cluster is rated as middle to low performing, with relatively low scores for trust, choice of providers and overall consumer satisfaction, and the highest incidence of problems and complaints of all the market clusters. On the positive side, the scores for comparability and ease of switching are slightly above the average of all services markets, while actual switching rates are the highest among all cluster groups.



Competition must continue being the rule

- The Telecoms Regulatory Framework must continue having the **promotion of competition** as a fundamental guiding objective.
- Competition is a **pre-condition** for consumer choice, higher quality, and more investments.
- A **virtuous circle** between consumer protection, competition and the necessary investments must be found. These can't be traded-off against each other.



Do you think **reducing broadband competition** won't harm consumers?



Average Monthly Price for 25-50 Mbps Plans



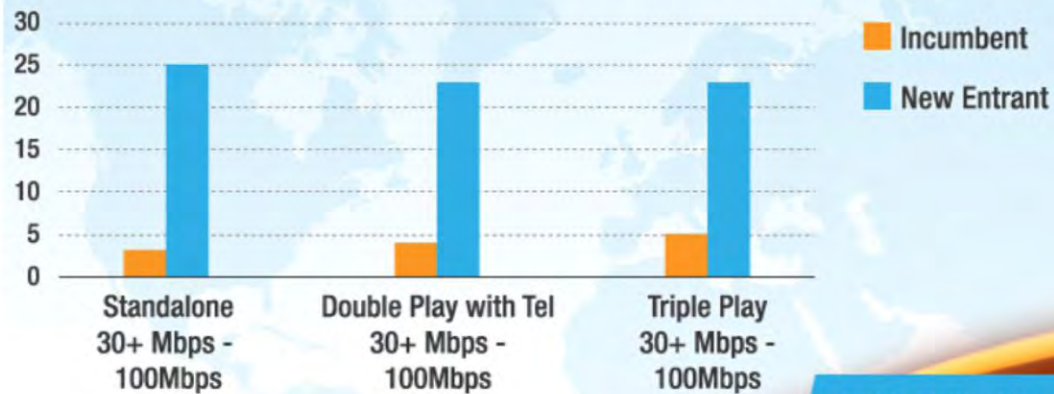
Source: Open Technology Institute - the cost of connectivity, 2014

www.savenetcompetition.eu

Do you think **reducing the number of broadband operators is a good idea?**



Less expensive broadband plans consistently offered by Alternative ISPs



Source: EU Commission «Broadband Internet Access Cost» 2015

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Update of sector's consumer protection rules needed

- The **Universal Service Directive** needs to be updated and consumer protection rules reinforced.
- There are still **too many barriers to switching** in the sector, they need to be removed.
- Guaranteed basic telephony and quality Internet access services are necessary for the **most vulnerable**.

Our members have to correct market failures

DECO



2 ANOS BASTA.PT
ESTÁ PRESO A UM SERVIÇO DE TV, NET OU VOZ DURANTE 2 ANOS? JÁ CHEGA!

Campaigns | Broadband speed



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Sign our petition to end confusing broadband ads
105,030
petition signatures
Help us reach 110,000

Get involved Know the Issue Track our progress

AIMS

 consumentenbond

Tests Besparen Haal je recht Actie voeren Commun



Home > Actie voeren > Meer keuze in snel internet!

Meer keuze snel internet!

Consumenten hebben te weinig keuze als het aankomt op een internetabonnement met een snelheid van meer dan 30 Mbps. Slechts 23% van de Nederlanders heeft de keuze uit 3 of meer aanbieders. Wij vinden dat te weinig en daarom pleiten wij voor meer concurrentie tussen internetproviders.

SNELLER INTERNET



ABBASSA LA TARIFFA

Insieme abbiamo tagliato i costi della telefonia mobile

Abbiamo aderito in: 090376

RISPARMI 60€ L'ANNO SUI COSTI DEL CELLULARE



Si quieres ahorro sin permanencia, transparencia y renovar tu móvil, apúntate a la II Compra Colectiva de Telefonía de OCU

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HASTA 181€ DE AHORRO *

*Ahorro medio calculado a partir de los precios medios y mínimos de 32 terminales y 11 perfiles diferentes de usuario móvil.

Time for a real Single Market

- The **end of roaming** needs to become a reality for all consumers, and **cross-border services** need to be addressed.
- A **Digital Single Market** requires eliminating **geo-blocking** in e-commerce and of audiovisual content.





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