European Electronic Communications Code

Stakeholder Transposition Workshop

End User Rights

19th December 2019
Break-out Session 1

Article 102 – Information Requirements for Contracts

Article 103 – Transparency, Comparison of Offers and Publications of Information
- How do operators think that they will roll out 102(5)? Do many already offer this service?

- Do operators think that a temporary consumption limit, as referenced in 102(6) would be useful? If so, where should it be set?

- How do operators see the current cost comparison tool working?

- What are the challenges that operators would envisage should Ireland utilise the tools provided in Article 103(4)
Break-out Session 2

Article 104 – Quality of Service

Article 107 – Bundled Offers
- What would operators see as the advantage/disadvantage of being required to publish information on service quality?
- What would operators see as the advantage/disadvantage of being required to publish information on service dependency on external factors?
- What are operators views on the further extension of end-user rights in accordance with Article 107(5)?
- How prevalent are bundles currently in the market and what type of services are usually included in a bundle?
Break-out Session 3

Article 105 – Contract Duration and Termination

Article 106 – Provider Switching and Number Portability
- In terms of max contract duration, what should the maximum time limit be and why?

- How do operators currently inform end-users about contract changes/prolongation of their contracts? What notice is currently given?

- In terms of the 1/3 month termination period due to contract change, what should the appropriate time period be and why?

- What are the main issues that arise for operators when dealing with number switching and number portability?