



Main end-user protection rules of the European Electronic Communications Code

**ADR Assembly
28 September 2021**

**Pawel Pokorski,
DG CONNECT, B2**

**Implementation of the Regulatory Framework for Electronic
Communications**

The European Electronic Communications Code

The Code modernises the EU telecoms rules by:

- ✓ stimulating sustainable competition
- ✓ driving investments
- ✓ reinforcing the internal market
- ✓ **strengthening consumer rights**



Transposition deadline: 21 December 2020

ADR Clause: Article 25 (1/2)

(1) Member States shall ensure that the national regulatory authority or another competent authority responsible for, or at least one independent body with proven expertise in, the application of **Articles 102 to 107 and Article 115** of this Directive is listed as an **alternative dispute resolution entity** in accordance with Article 20(2) of Directive 2013/11/EU with a view to **resolving disputes between providers and consumers arising under this Directive and relating to the performance of contracts**. Member States may extend access to alternative dispute resolution procedures provided by that authority or body to end-users other than consumers, in particular microenterprises and small enterprises.

ADR Clause: Article 25 (2/2)

(2) Without prejudice to Directive 2013/11/EU, where such disputes involve parties in different Member States, **Member States shall coordinate their efforts with a view to bringing about a resolution of the dispute.**

Selection of end-user rights in the EECC (1/3)

- **Contract information (Article 102):** Information requirements for providers, contract summary template.
- **Transparency (Article 103):** Obligation for providers to publish information; independent comparison tool.
- **Information regarding quality of service (Art. 104):** Providers required to publish comprehensive and user-friendly information on the quality of the services.

Selection of end-user rights in the EECC (2/3)

- **Contract duration (Article 105):** Maximum commitment period of 24 months; right to terminate the contract.
- **Provider switching and porting (Article 106):** Led by the gaining provider, efficient and simple for end-user; ensure loss of service no greater than one working day; carried out only with explicit consent.
- **Bundled offers (Article 107):** Consumer protection guarantees to apply to all elements of the bundle.

Selection of end-user rights in the EECC (3/3)

- **Provision of additional facilities (Article 115):**

Providers may be required to make available free of charge all or part of the **additional facilities** listed in Part B of Annex VI, subject to technical feasibility, as well as all or part of the additional facilities listed in Part A of Annex VI.

Examples of such facilities: itemised billing; tariff advice; cost control; facility to deactivate third party billing; e-mail forwarding.

Thank you for your attention