

INTERNATIONAL RELATIONS

11th BEREC Stakeholder Forum

MCA participated in the 11th BEREC Stakeholder Forum held on 30th March, 2023, in Brussels. The Forum discussed the latest telecom developments and provided a platform to exchange ideas with stakeholders from the telecommunications industry, policy makers and other interested parties. During the conference, moderator Philippe Defraigne (Cullen International) facilitated lively panel discussions on the future of accessibility for disabled end-users and the role of regulation in the Digital era.

2nd Informal P2B Network Meeting

The MCA participated in the 2nd informal meeting of the P2B Network held remotely on the 22nd March 2023. The group was informed that the P2B implementation study report undertaken by the COM, will be published in May. During the meeting, a number of MSs shared their experience with implementing the P2B Regulation and remarked that only a few complaints were submitted by business users since the coming into force of the Regulation. Presentations were delivered explaining the approach adopted by some MSs for overseeing online intermediation services and some of the activities undertaken including awareness raising and guidelines. Besides discussing a number of aspects related to the implementation of the P2B Regulation, the group also took into consideration the possibility of holding a coordinated information-gathering exercise later on in the year.

12th WADEX Meeting - Inclusive and Accessible Communication: A Snapshot from OECD Countries

Ms Karine Badr, Policy analyst, Organisation for Economic Co-operation and Development (OECD) delivered a presentation on the findings of a survey carried out in 2020 with the aim of understanding the effectiveness of public communication. The survey involved 46 countries and around 63 organisations. Ms Badr explained how public communication, in most countries, is still not being strategically designed, nor is it being linked to policy objectives. Moreover, the Social Media revolution has greatly altered the way in which communication is perceived and traditional methods are now seriously challenged. The survey delves into the general trust issues surrounding public communication whereby citizens don't really feel they can participate in policy drafting or voice their opinion, in many cases, when a citizen raises some sort of complaint or suggestion, the general belief is that there will be no response and that their input will not be considered. Some similarity exists here with the WAD feedback mechanism which has very poor take up across all the member states, primarily because of the same trust related issues. Another hindrance for proper public communication is the lack of specialised staff involved in public communication. Experts need to be recruited to design proper guidelines; tailor made for the relative audiences. In this respect, Ms Badr also stressed on the importance of audience profiling, responsiveness, inclusion and accessibility by design and awareness initiatives capable of creating a "culture of accessibility". Communication will be effective only if it is inclusive, responsive and compelling.

Accessible EU

Another item in the webinar's agenda was an update on "Accessible EU" delivered by Ms Placencia Porrero, Senior Expert in the Directorate General for Employment, Social Affairs and

Inclusion. Accessible EU will be a resource centre for accessibility. It will consist of a cooperation framework with experts in all areas of accessibility. It will include an expert group and a website which is currently being designed. Accessible EU will provide support on monitoring and standardisation, resources building, training and research. It is intended as a one stop shop for accessibility and a series of services are being planned such as a library depository, a newsletter and the organisation of workshops and various events. To this effect, the WADEX members were invited to submit their main topics of interest which, Accessible EU future events, could tackle.

The webinar also included some brief updates and knowledge sharing from members, including information on the "Wai-Coop" and "ETSI Labs" projects.

RSPG Sub Group of the 'Good Offices' Meeting

The MCA co-chaired the RSPG Sub Group of the 'Good Offices' Meeting, held on the 21st March. This discussion focused on FM harmful interference problems.

82nd Meeting of the Radio Spectrum Committee

The MCA participated in this meeting, which was held on the 15th March, 2023. In accordance with its agenda, the meeting considered proposals aimed at harmonising radio spectrum in the 42 GHz band for electronic communications systems, as well as to amend the current framework concerning the use of radio spectrum for mobile communications services on vessels.

54th BEREC Plenary Meetings

MCA participated in the first plenary meetings of this year which were held virtually on 8th and 9th March and chaired by the 2023 BEREC Chair, Kostas Masselos (EETT, Greece). The BEREC Board of Regulators (BoR) adopted the draft BEREC Action Plan 2030 which envisages a number of long-term strategic actions. An early call for input from stakeholders was also launched. The BoR adopted two draft documents for public consultation namely the updated VHCN Guidelines, and a Report on sustainability indicators for measuring the environmental impact of ECNS. A full list of adopted documents is available [here](#).

ERGP Consumers and Core Indicators Working Group Meeting

During this kick-off meeting, which was held on the 2nd March 2023, the co-chairs presented an overview of the Working Group's project and provided an overview of last year's reports. This was followed by presentations from:

- Robert Pockmarski, regarding the Commission's way forward concerning the review of the PRDs, which also included a Commission wish list on additional data collection on complaints;
- RTR, regarding the current postal performance in Austria;
- ANCOM, regarding Romania's data collection, postal statistics, and end-user surveys;

- Dirk Appelmans (BIPT), as a co-chair of the Sustainability WG, presented an overview of the Sustainability indicators, of which some proposed indicators were extracted as a new data collection process for 2023.

Subsequently, there was a discussion and a review of the QoS and Core Indicators reports and questionnaires for this year.

35th Meeting of the ECC Working Group NaN2

Two representatives from the MCA participated virtually in a meeting of a project team within WG NaN which was held between the 1st and 2nd March, 2023. The project team held discussions on multiple aspects related to number portability, switching, and trust in numbers, including ongoing Recommendation and Report drafting and discussions on future work items.

PUBLICATIONS

End-User Affairs: Half Yearly Report (July – December 2022)

Published On: Mar 29th 2023 [End User Half Yearly Report](#)

Monthly Newsletter - February 2023

Published On: Mar 16th 2023 [News](#)

MCA International News Week 1-3 2023

Published On: Mar 9th 2023 [News](#)

Product and Price Developments Publication - Oct to Dec 2022

Published On: Mar 8th 2023 [Monthly Pricing
Developments](#)

Review of 'Must Carry' Obligations – Decision Notice

Published On: Mar 3rd 2023 [Decision](#)

MCA International News Week 51/52 - 2022

Published On: Mar 1st 2023 [News](#)

MEDIA ACTIVITY

Television:

Date: 12.03.2023

Channel: TVM

Programme: TVM News

Topic: MCA Decision Notice - Contracts,
Transparency and Termination of Services

Participant: Yanika Bugeja