

In order to help users choose powerful services at the best possible terms and conditions where they need them, BIPT has developed several practical tools:



**A tariff simulator:** based on some information, the simulator provides a list of the different offers corresponding to your consumption, starting with the cheapest one. Do not hesitate to use this free tool, totally independent from the service providers: it may lead to significant savings!



**Coverage maps:** the tariff simulator presented you an offer but you are still hesitating to subscribe to it? Check our atlas showing the fixed and mobile networks coverage and check at a glance the presence of one or more networks at your location of interest.



Fixed



Mobile



**A quality barometer:** you have made a comparison and you can contact several providers. Which one should you choose? The quality barometer allows you to compare them based on several practical criteria such as the connection and installation times, the repair of failures and malfunctions, the number of billing complaints, the quality of service...



**Easy Switch:** do you have at least one Internet access service or a television service and you want to switch operators? Thanks to Easy Switch, your new fixed operator takes care of everything for you. You will only need to indicate whether you want to transfer your number (including your mobile number if it is included in the fixed services) or if you wish to cancel it. With Easy Switch, the service interruption is minimal and the risks of double billing are reduced. If the intervention of a technician is necessary, the schedule will be of max. half a day and, in case of difficulty, Easy Switch will organise compensation if the visit did not take place as scheduled.



**Postal atlas:** in order to quickly and easily respond to your needs concerning postal services, you can find data on all the postal points of the different operators on the map of Belgium <https://www.postalpoint.be>



Feel free to ask us any question:

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Questions regarding postal services

[ram@bipt.be](mailto:ram@bipt.be)

For radio amateurs

[bmr@bipt.be](mailto:bmr@bipt.be)

Maritime radiocommunications

[stts@bipt.be](mailto:stts@bipt.be)

Social tariffs

[info@bipt.be](mailto:info@bipt.be)

All questions are welcome

Follow our actions via our plans and reports.



Strategic plan 2017-2019



Operational plan 2018



Operational plan 2019



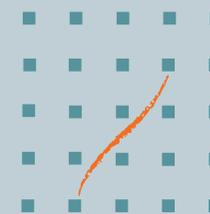
Annual reports

BIPT is on Twitter and LinkedIn.



[https://twitter.com/BIPT\\_IBPT](https://twitter.com/BIPT_IBPT)

<https://www.linkedin.com/company/bipt>



BIPT

### Our values

Independence  
Reliability  
Transparency

### Our objective?

Ensuring that the user has a choice of powerful and trustworthy communications at the best possible terms and conditions in a competitive environment.

ELECTRONIC COMMUNICATIONS | POSTAL SERVICES | SPECTRUM MANAGEMENT | MEDIA IN BRUSSELS | NETWORK SECURITY

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# BIPT

BIPT is the federal regulatory body responsible for regulating the electronic communications market, the postal market, the electromagnetic spectrum of radio frequencies and the radio and television broadcasting in the Brussels-Capital Region.

In practice, BIPT is notably empowered to

- foster competition;
- contribute to developing the internal market;
- protect the users' interests in general and to verify the right to the social tariff;
- as the regulator of the postal market, monitor the rates and the quality of the services of bpost and to grant licences to new entrants in the postal market;
- distribute radio frequencies in order to ensure an efficient use and to continuously monitor radio waves to put an end to harmful interference. BIPT also organises examinations for certified users (such as radio amateurs).

BIPT can take decisions, impose sanctions, and launch consultations and studies. The Institute cooperates with national and European regulatory bodies.

BIPT also cooperates with the Office of the Ombudsman for the Postal Sector (<http://www.smspo.be/>) and the Office of the Ombudsman for Telecommunications (<http://www.ombudsmantelecom.be/>), whose mission is to assist users in case of problems.

## BIPT: key figures

With its 222 FTEs, distributed between its head office and 5 decentralised units, BIPT provides various services to more than 13,000 customers. In 2018, on its website, BIPT launched 20 consultations, published 27 decisions, 9 opinions and 16 communications. Within the framework of its monitoring and control activities, the Institute carried out about 1,300 seizures of equipment and around 1,100 preventive checks.

*BIPT's head office is located in Brussels, nearby the North station.*



## BIPT

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## You will find below an overview of BIPT's activities in 2018

■ **4G/5G:** publication of a communication concerning the introduction of 5G, completion of a study of the impact of the radiation standards in the Brussels-Capital Region on the deployment of mobile networks, drawing up of a report detailing the possible impact of the arrival of a fourth mobile operator.

■ **Analysis of the broadband and television broadcasting markets** (decision of the Conference of regulators in the electronic communications sector); BIPT then launched a consultation on the cost models for the access to the cable operators' networks and to Proximus' optical fibre network.

■ **Atlas:** review and update of the maps showing the coverage of fixed and mobile networks (adding different levels of functional quality); revision of the atlas showing the distribution of postal points.

■ **Controls in the field of electronic communications:** monitoring the execution of the universal service (Article 10 of the Act on electronic communications), inspecting compliance with the Act on electronic communications regarding the processing of location and traffic data for marketing purposes (Articles 122 and 123 of the Act on electronic communications).

■ **Controls of bpost:** compliance with the 6th management contract concluded between the State and bpost, compliance of the system used by bpost to measure the observance of the delivery times with the provisions of the European standards, review of the price of the postal services offered by bpost and which belong to the universal postal service.

■ **Determining radio interfaces:** this concerns the technical standards in force, informing the economic players wishing to market radio equipment in Belgium, and also telling them when an authorisation from BIPT is required.

■ **e-commerce:** analysis of the measures to implement in order to support the market.

■ **Imposing a maximum termination rate to fixed telephony operators** (0.116 cent/minute), as well as an access obligation based on the IP interconnection in the fixed termination services market.

■ **Monitoring the radio equipment marketed** by the economic operators.

■ **Net neutrality:** upon completion of its audit, BIPT found that there was no serious ground for concern regarding the open access to the Internet in Belgium. No service or application blocking has been detected in the network, and no zero-rating practice (practice of not charging customers for the data traffic of a specific application or a specific category of applications by an Internet service provider) required an intervention.

■ **Network security:** monitoring the security and protection of critical infrastructures and testing the different incident management procedures.

■ **Numbering:** operational management of the numbering plan, implementation of the followed strategy designed to foster innovation in the electronic communications market and to encourage technological progress.

■ **Postal observatory:** collecting the information comprised in this tool allowing BIPT to see how the market is developing and to monitor the trends via a European benchmarking.

■ **Report on the evolution of the electronic communications market:** this report describes the developments of the various services (fixed and mobile telephony, broadband, bundles and television).

■ **Resolving interferences** affecting users of radio frequencies, the networks of mobile operators and weather radars.

■ **Revision of the postal secondary regulation** in the light of the new Act and the developments in the postal sector.

■ **Survey** on the users' perception of the functioning of the electronic communications market.

■ **The retail market for access to the public telephone network** at a fixed location for residential and non-residential customers and the wholesale market for call origination on the public telephone network provided at a fixed location have been deregulated: BIPT does not impose particular measures anymore.

■ **The values of the weighted average cost of capital (WACC)** for fixed and mobile operators have been submitted for consultation.