

## Reference offer for broadband and television broadcasting services on cable networks

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| <p><b>The product's presentation</b></p>      | <p>The CRC Decision of 29 June 2018 on the analysis of the broadband and television broadcasting markets<sup>1</sup> obliges Telenet, Brutélé and VOO to grant access to their networks. This allows other companies to provide end-users with broadband and/or television services. If you want to develop a national offer, you will have to conclude an agreement with each of these operators, as each of them only covers a part of the Belgian territory.</p> <p>Cable operators' broadband offers allow alternative operators to provide Internet services through a hybrid fibre-coaxial network. Requesting access to the digital television platform allows one to provide digital television services. By asking access to both services, a bundled offer can be developed. The reference offers describe all technical, operational, legal and financial aspects playing a role in the provision of these services. The BIPT chose to grant the alternative operators a maximum of autonomy. This way an alternative operator may for instance:</p> <ul style="list-style-type: none"> <li>• set up connections and perform certain repairs itself (following the certification of the personnel);</li> <li>• develop and provide its own modem and/or set-top box (following the implementation of a test plan);</li> <li>• determine and request its own broadband profile;</li> <li>• distribute two channels of its own (following the implementation by the network operator);</li> <li>• provide business services.</li> </ul> <p>For the provision of fixed telephone services there is no reference offer yet. A reference offer must only be developed when an alternative operator really requests it. However, the operator can develop its own telephony services based on IP (VoIP), based on an over-the-top approach and on thus a commercial basis.</p> <p>For more detailed information, we recommend to contact the network operator.</p> |
| <p><b>Technical and operational terms</b></p> | <p>The relation between an alternative operator and a cable operator is described in full detail in the reference offers<sup>2</sup> that can be found here:</p> <ul style="list-style-type: none"> <li>• <a href="https://www2.telenet.be/nl/corporate/suppliers/">https://www2.telenet.be/nl/corporate/suppliers/</a></li> <li>• <a href="http://www.brutele.be/index-1-fr.html">http://www.brutele.be/index-1-fr.html</a></li> <li>• <a href="http://www.nethys.be/fr/regulation">http://www.nethys.be/fr/regulation</a></li> </ul> <p>All reference offers consist in one central document and a number of annexes (referred to in the central document). Among other things they describe the SLAs and KPIs cable operators have to meet to perform address checks, place orders and activate services for instance. They also describe the necessary certification procedures for technicians, modems and STBs. In addition, interconnection is also discussed (as well as its evolution in case of increasing use).</p> <p>Certain parts of the reference offer are only available following the conclusion of a non-disclosure agreement (NDA).</p>   |

<sup>1</sup><https://www.bipt.be/operators/reference/decision-of-29-june-2018-analysis-of-the-broadband-and-television-broadcasting-markets-2018>

<sup>2</sup> A reference offer gives a description of the relevant offers broken down into various components according to market needs, and the associated terms and conditions including prices. It has to be sufficiently detailed in order to guarantee that operators do not need to pay for facilities that are not necessary for the service requested.

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| <b>Financial terms</b>            | <p>In the reference offers' "General Terms &amp; Conditions" the financial warranties the interested parties have to meet in order to be able to obtain access are described.</p> <p>Finally, upon the provision of the services one still needs to pay the (monthly) rental fees and the one-time fees. These rates are detailed in the tariff annex to the reference offer.</p> <p>These reference offers only include the wholesale services aimed at providing bitstream/television services. In addition to these services, additional costs have to be taken into account for the development of retail products based on these reference offers (e.g. own network equipment, interconnection lines...).</p>  |
| <b>How do I submit a request?</b> | <p>Parties interested in requesting access to the network upon reading the reference offers, are recommended by the BIPT to do so by means of a registered letter, with the BIPT in copy.</p> <p>According to the <a href="#">market analysis</a> network operators are obliged to negotiate quickly in order to <i>"conclude an agreement within 15 days when the request meets the terms and conditions of the reference offer or when the request only deviates minimally from the terms and conditions of the reference offer... For requests outside of the specifications of the reference offer, the SMP operator has to make every effort to conclude an agreement within a term of four months."</i></p> <p><i>"The terms above only start once the SMP operator has received all necessary information from the alternative operator requesting access (address, financial situation, services requested, technical information on its own infrastructure, etc." (free translation)</i></p> |
| <b>BIPT contact</b>               | <a href="mailto:info@bipt.be">info@bipt.be</a>  |
| <b>Most recent update</b>         | December 2018.  |

## Disclaimer:

The purpose of this sheet is to provide general information to the (candidate) operator; it does not replace the actual reference offer of the operator.