

NEELIE KROES

VICE-PRESIDENT OF THE EUROPEAN COMMISSION

Brussels, - 8 MAI 2013  
A (2013)

Dear Ms Goyens,  
Dear Mr Krisch,

*Dear Monique,  
Dear Andreas,*

Many thanks for your email of 17 April 2013 in which you transmitted BEUC and EDRI's joint call for action regarding net neutrality.

As you know I have constantly emphasised the importance of an open and neutral Internet. I want users to be able to access the full Internet and to have a large choice to find the Internet product they prefer. As you acknowledge, some traffic management is necessary to ensure efficiency of networks. However, I am convinced that the future of the Internet is in innovation, investments and competition. Traffic management should not be used to limit consumer choice. Rather, I want every ISP to offer full, best effort Internet access products to its customers.

A common European approach is needed as divergent national measures would increase the risk of fragmentation of the Single Market. In this regard, I note that there are still recent examples of blocking of competing services on discrimination in favour of own services.

The European Commission is, therefore, preparing substantial recommendations which will address transparency and switching issues will also address specifically the responsible use of traffic management practices.

I look forward to continuing our constructive dialogue with EDRI and BEUC on this important issue.

Yours sincerely



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