



Belgian Institute  
for Postal Services  
and Telecommunications



# ANNUAL REPORT 2025



ELECTRONIC COMMUNICATIONS | POSTAL SERVICES | RADIO FREQUENCIES | MEDIA IN BRUSSELS | NETWORK SECURITY | DIGITAL ENVIRONMENT

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## Foreword

This annual report sets out the implementation of the 2025 Operational Plan, which guided all the actions undertaken by the BIPT over the course of the year. 2025 follows on directly from the major developments that began earlier, the effects of which are becoming apparent in the regulated markets.

In the electronic communications market, the arrival of the fourth mobile operator, DIGI, continues to reshape the competitive landscape. At the same time, the roll-out of optical fibre is continuing unabated. In areas where infrastructure-based competition is not economically viable, operators are turning to cooperative models, which requires greater vigilance to ensure that these initiatives maintain effective and sustainable competition. The BIPT had anticipated this development by setting out, as early as 2024, the conditions that such collaborations must meet, and this work continued in 2025, in close coordination with the Belgian Competition Authority.

The postal sector, meanwhile, maintains its ongoing transformation, whilst the coming into force of the Parcel Act in 2024 required several adjustments. The BIPT continued to manage the BELparcel platform, which is designed to centralise information on working conditions in the parcel

delivery sector, whilst undertaking an in-depth assessment of the actual impact of this legislation on the working conditions and competition.

In the digital sector, the BIPT now plays a central role in the national coordination of the supervision of online platforms under the Digital Services Act (DSA). An increase in the number of complaints, the efficiency of the complaint handling processes, as well as the cooperation with the relevant national authorities within the scope of their remit, and the designations of trusted flaggers in 2025 reflect significant progress in the implementation of the DSA.

In this rapidly evolving context, the BIPT made progress in the deployment of its strategic plan 2024-2026. Regarding electronic communications, the BIPT closely monitored the deployment of very high capacity networks, analysed cooperation projects related to fibre and accompanied developments in the mobile market linked to the arrival of the fourth operator. The BIPT has also strengthened its work on cybersecurity and resilience, notably by taking the first steps in the transition to post-quantum cryptography and supporting the compliance of operators under the NIS2 Act. At European level, the BIPT remained committed to its engagement within BEREC and actively contributed to the



reflections on the development of the regulatory framework for electronic communications. This work is part of a broader review of the regulatory framework for electronic communications initiated by the European Commission, which led to the development of the Digital Networks Act. In the postal sector, the BIPT collected and analysed market data, published studies on the postal aspects of e-commerce and ensured the monitoring of universal service, in addition to activities related to the implementation of the Parcel Act.

The BIPT also carried out actions under the 'Control and support' axis of its strategic plan, in order to guarantee compliance with legal obligations and effectively protect users. The control programme announced in 2024 in the electronic communications sector has thus been rolled out, gradually covering all the provisions protecting users and the obligations imposed on operators. Among the many areas examined, a number of controls focused on key obligations, such as the Easy Switch procedure, reimbursement of unused credit, waiting time for customer services or information on the most advantageous tariff plan. The BIPT also verified compliance with the coverage obligations imposed on mobile operators since September 2024, both for population coverage and coverage of the main railway lines.

## Foreword

In this retrospective report, it comes as no surprise that the BIPT also talks about the future, as several major challenges lie ahead. Indeed, the 2025-2029 federal coalition agreement provides for the allocation of new competences to the BIPT within the framework of various European regulations in the digital field: AI Act, Data Act and Gigabit Infrastructure Act. The expansion of the BIPT's missions will require a staff reinforcement, in order to ensure strong expertise and a capacity for action adapted to the increasing complexity of the markets. The year 2026 will also mark the launch of the development of the next strategic plan, which will define the BIPT's priorities for the coming years and will have to take into account the profound transformations of the digital sector, the challenges related to infrastructure resilience, the developments of postal markets and the growing expectations of users.

The results detailed in the following pages are the product of the work of the 228 BIPT staff members, whose expertise, commitment and ability to adapt to constantly changing markets have enabled them to meet demanding challenges and take on new responsibilities. The Council wishes to thank them warmly for their essential contribution, which forms the basis of the BIPT's ability to protect users, sustain healthy competition and support the country's digital transition. As the BIPT prepares to expand its missions and strengthen its teams, the mobilisation of each and every one will remain crucial to pursue the BIPT's vision: ensuring a reliable, sustainable and competitive digital environment for everyone.



**Stefaan Vyverman**  
Member  
of the Council



**Peggy Valcke**  
Member  
of the Council



**Michel Van Bellinghen**  
Chairman  
of the Council



**Bernardo Herman**  
Member  
of the Council

# 2025 KEY FIGURES



## 2.7%

The 2025 edition of the postal observatory shows that after a strong growth in 2020-2021 and a status quo in 2022, the Belgian postal market returned to growth in 2023 (+4.1%) and 2024 (+2.7%), reaching €3,724 billion in turnover that year. This trend is driven in particular by the surge in parcel and express services related to the growth of e-commerce.

## 4



The arrival of the 4<sup>th</sup> mobile operator, DIGI, in late 2024 enhanced competition on the Belgian mobile market in 2025, leading to a significant drop in prices, with secondary brands responding quickly by adjusting their prices and volumes.

## 1,300



Since 2025, the BIPT has been responsible for issuing authorisations to operators' staff members requiring access to critical infrastructures, based on a security assessment by the federal police. More than 1,300 access requests were processed in 2025, showing the scale of that mission and its importance for the security of critical infrastructures and the protection of the essential interests of the State.



## 8,030

As the manager of the radio spectrum in Belgium, the BIPT issues licences for the use of private radio networks and individual radio stations. In 2025, the BIPT handled 8,030 authorisation files

## The annual report at a glance



### CHAPTER 1

#### Realisation of our strategic objectives in 2025

The implementation of the BIPT's strategic objectives is based on five strategic axes: competition and market development, user interest, digital infrastructure security, control and support, and efficient operation.

Chapter 2 presents how these strategic axes were translated into action via the Operational Plan 2025 and the day-to-day operation of the BIPT.

#### 2025 in numbers

Chapter 3 describes the main trends observed by the BIPT on the electronic communications, postal service and media markets. The BIPT closely monitors developments in the regulated markets and publishes detailed information via the postal observatory and its communications on the situation in the electronic communications and television market.



### ANNEXES

#### The BIPT

The strategic plan forms a common thread in the exercise of the BIPT's competences, to ensure a reliable, sustainable and competitive digital environment for everyone. The BIPT exercises its power at Belgian and international level.

### CHAPTER 2



### CHAPTER 3



#### Additional information

In addition to a financial report and the annual accounts of the funds for the universal services, the annual report must include an overview of the infringement proceedings initiated. You will find this and other relevant information, such as the BIPT's organic framework in the annex. You will also find extra information about the BIPT's activities in 2025.



Belgian Institute  
for Postal Services  
and Telecommunications

# CHAPTER 1

## THE BIPT



# 1. Our role



The Belgian Institute for Postal Services and Telecommunications (BIPT) is the federal regulator for the postal and telecommunications sectors. It also oversees the security of digital infrastructure and strives to create a safer digital

environment. The BIPT monitors compliance with legal obligations, market developments as well as the use of radio spectrum, telephone numbers and radio equipment, in order to ensure that reliable, high-quality services are provided.

The BIPT also exercises jurisdiction over providers of certain audiovisual media services within the territory of the bilingual Brussels-Capital Region.

In carrying out its responsibilities, the BIPT works with the national and European authorities concerned and maintains dialogue with the various stakeholders, while adopting, if necessary, sanctions, with the aim to ensure a competitive, efficient and innovative market in which the rights and interests of users are adequately protected.

## 1.1. Our objectives

In its various fields of competence (electronic communications, postal sector, online platforms, electromagnetic spectrum and network security), the BIPT must accomplish a series of objectives which mainly stem directly from the European and Belgian regulatory frameworks.

To achieve them, the BIPT draws up a strategic plan every three years. This plan determines the strategic axes and priority fields of activity of the BIPT. It also contributes to the good administration of the Institute. The plan is the result of the BIPT's expertise and responds to

the developments within its environment of operation. It also ensures democratic control over the functioning of the BIPT.

The year 2025 falls within the [Strategic Plan 2024-2026](#).

**Vision.** A vision enables an organisation to define what it upholds. Succinct but impactful, the vision of the BIPT reflects what it aspires to and clearly presents to its employees and stakeholders the ambition that drives it.

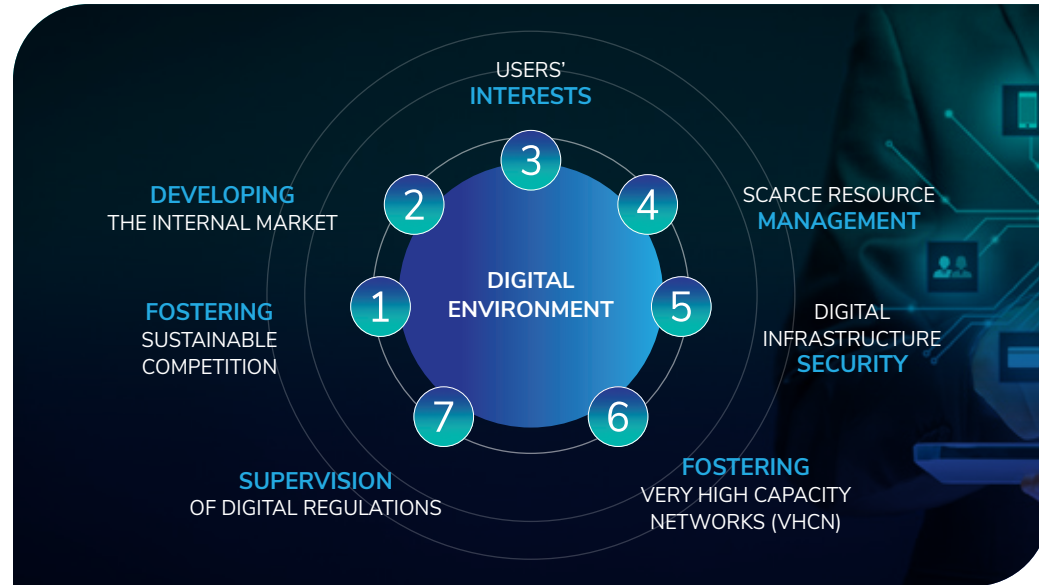
**'A RELIABLE, SUSTAINABLE AND COMPETITIVE DIGITAL ENVIRONMENT FOR EVERYONE.'**

This vision explicitly identifies the 'digital' environment as a field of work, and thus reflects:

- The extension of the competences vested in the BIPT following the adoption, within the European regulatory framework, of the DSA (Digital Services Act<sup>1</sup>) among others;
- The transition in the postal sector from mail delivery to the provision of digital postal services and parcel delivery within the framework of e-commerce.

1. Regulation (EU) 2022/2065 of the European Parliament and of the Council of 19 October 2022 on a Single Market for Digital Services and amending Directive 2000/31/EC (Digital Services Act).

# 1. Our role



**Mission.** As part of the performance of its duties, as primarily set out in Article 14 of the Act of 17 January 2003, Article 5 of the Act of 13 June 2005 on electronic communications (hereinafter 'ECA') provides that the BIPT 'shall take all reasonable, necessary and proportionate measures to fulfil the objectives set by Article 6. It shall act impartially, objectively and transparently and in a non-discriminatory and proportionate manner.'

To accomplish its mission in its primary area of work, the digital environment in the broad sense, the BIPT pursues seven objectives:

- Fostering healthy and sustainable competition, and ensuring access to the market;
- Contributing to the development of an internal market of efficient networks and services;
- Protecting the users' interests while taking account of social inclusion, a high level of protection, clear information and transparency;

- Managing scarce resources such as radio frequencies and numbering resources;
- Ensuring the security of the digital infrastructure;
- Promoting connectivity and access to, and take-up of, Very High Capacity Networks (VHCNs), including fixed, mobile and wireless networks;
- Supervising the application of digital regulations.

**Values.** The BIPT fulfils its duties in accordance with the following values:

- **independence:** the BIPT adopts an objective, neutral and consistent attitude, without conflicts of interest, prejudice or improper influencing. The BIPT collaborates with the competent ministers, the Federal Parliament, the companies in the sectors regulated by the Institute, and other public bodies and stakeholders. These contacts are beneficial and often necessary to ensure a functioning that is attuned to the developments in society and the regulated markets, on the one hand, and stable and predictable, on the other hand. However, the BIPT must make sure to defend and preserve its independence. From that perspective, its specific status and its financial autonomy are the best guarantees;

- **reliability:** as a centre of expertise, the BIPT wishes, when adopting a position, to be a reliable and competent partner for all stakeholders. This reliability is supported internally by the professionalism, teamwork and agility of the BIPT;
- **transparency:** this is part of the monitoring of the BIPT's intervention. It is achieved via openness and visibility, both internally and externally, on the one hand, and dialogue and accessibility, on the other hand. Decisions are thus well motivated and often subject to prior consultation.

## 1.2. Our competences

The BIPT has several duties:

- **regulator of the electronic communications market:** it carries out the tasks laid down by law and monitors compliance with the legislation on electronic communications;
- **regulator of the postal market:** it carries out the tasks laid down by law and monitors compliance with the legislation on postal services;
- **manager of the electromagnetic radio frequency spectrum:** the BIPT is responsible for the radio frequency spectrum and numbering space to ensure that they are used

# 1. Our role

- as efficiently as possible. It also fulfils the role of 'police of the radio waves' to put a stop to any form of harmful interference;
- **regulator of audiovisual media and video-sharing platform services in the bilingual Brussels-Capital Region**, provided that the activities of the broadcasting company cannot be specifically related to the French Community or the Flemish Community: the BIPT ensures that operators comply with the specific regulation on radio and television broadcasting.

The BIPT is also a member of the 'Conférence des régulateurs des médias et des télécommunications' (Conference of telecommunications and media regulators or **CRC**) which includes the CSA ('Conseil supérieur de l'audiovisuel'), the Medienrat and the VRM ('Vlaamse Regulator voor de Media') as well. Each draft decision of the BIPT on electronic communications networks is submitted to the other three authorities.<sup>2</sup>

The BIPT has been designated as the reference authority for the implementation of various European regulations in its fields of competence:



2. Cooperation Agreement of 17 November 2006 between the Federal State, the Flemish Community, the French Community and the German-speaking Community on the mutual consultation when the regulatory authorities in charge of telecommunications or radio and television broadcasting draw up legislation regarding electronic communications networks, exchange information and exercise powers regarding electronic communications networks.

# 1. Our role

- The Act of 26 April 2024 laying down a framework for the cybersecurity of networks and information systems of general interest for public safety, which is the Belgian transposition of the 'NIS2 Directive'<sup>3</sup> and which replaces the Act of 7 April 2019, designated the BIPT as the **sectoral authority and sectoral inspection service** for the digital infrastructure sector, with the exception of trust service providers within the meaning of Article 8, 24<sup>o</sup>, of that Act, and for the postal and shipping services sector.<sup>4</sup>
- The BIPT is **the market surveillance authority for radio equipment subject to the RED (Radio Equipment Directive)**<sup>5</sup> of 16 April 2014, including smartphones, mobile radio transceivers, etc. Since 1 August 2025, this mission has been extended to monitoring compliance with the Commission Delegated Regulation of 29 October 2021<sup>6</sup>, which strengthens the RED by imposing requirements in terms of cybersecurity, data protection and privacy for connected radio equipment. The Institute is responsible, on the one hand, for verifying the conformity of equipment marketed in Belgium or imported

into the European Union via Belgium, and, on the other hand, for taking appropriate measures in case of risk to consumer safety;

- The BIPT has been designated as the **sectoral authority for the digital infrastructure sector**, with the exception of trust service providers, in accordance with the Act of 19 December 2025 on the resilience of critical entities. This Act transposes the CER (Critical Entities Resilience)<sup>7</sup> Directive of 14 December 2022.

The BIPT is also intensely involved in the transposition or implementation of the new European digital regulation. At this stage, the BIPT has already been **designated as the competent authority for certain matters relating to the digital sector:**

- The Act of 19 June 2022 transposing the European directive on copyright and related rights in the Digital Single Market<sup>8</sup> entrusted the BIPT with the mission **to settle disputes between press publishers and information society service providers**. Therefore, the BIPT may determine the remuneration due to a publisher, provided that the parties have made a good-faith effort, over a period of at

least four months, to reach an agreement. However, there is uncertainty about the future of the BIPT's competence in this matter following pending constitutional appeals that call into question its validity and scope.

- In December 2023, the BIPT was designated as **the competent Belgian authority for the implementation of the Terrorist Content Online Regulation**, together with the Federal prosecutor's office. Regulation (EU)2021/784 aims to combat the misuse of hosting services for the dissemination of terrorist content online. It has been directly applicable in all Member States since 7 June 2022. The act entrusting this new mission to the BIPT came into force at the end of December 2023. The Federal prosecutor's office is responsible for issuing orders for the removal of content and, if necessary, carrying out a thorough examination of cross-border removal orders (from order issuing authorities of other Member States). For its part, the BIPT is responsible for monitoring the specific measures to be implemented by hosting service providers and for sanctioning non-

compliance with the obligations imposed on them by the Regulation (including the obligation to remove terrorist content or to disable access to such content in all Member States following receipt of a removal order).

- In 2024, the BIPT was designated as the **competent authority** at federal level, under the **European Digital Services Act (DSA)**, which came into force on 17 February 2024, alongside the Vlaamse Regulator voor de Media (VRM), the Conseil supérieur de l'audiovisuel (CSA), and the Medienrat. The DSA imposes transparency and due diligence obligations on providers of intermediary services so that users can use their services without being exposed to illegal content and while protecting their fundamental rights. Depending on their respective remits, the competent authorities (the BIPT, VRM, CSA and Medienrat) are responsible for the effective implementation of the DSA and for ensuring compliance with it by providers established in Belgium or who have appointed their legal representative there. Each competent authority deals with the substance

3. Directive (EU) 2022/2555 of the European Parliament and of the Council of 14 December 2022 on measures for a high common level of cybersecurity across the Union, amending Regulation (EU) No 910/2014 and Directive (EU) 2018/1972, and repealing Directive (EU) 2016/1148 (NIS 2 Directive).

4. The BIPT's competence in the digital infrastructure sector therefore includes the following subsectors: Internet Exchange Point providers, DNS service providers, excluding operators of root name servers, top-level domain name registries, cloud computing service providers, data centre service providers, content delivery network providers, provider of public electronic communications networks and providers of publicly available electronic communications services.

5. Directive (UE) 2014/53 of the European Parliament and of the Council of 16 April 2014 on the harmonisation of the laws of the Member States relating to the making available on the market of radio equipment and repealing Directive 1999/5/EC.

6. Commission Delegated Regulation (EU) 2022/30 of 29 October 2021 supplementing Directive 2014/53/EU of the European Parliament and of the Council with regard to the application of the essential requirements referred to in Article 3(3), points (d), (e) and (f), of that Directive.

7. Directive (EU) 2022/2557 of the European Parliament and of the Council of 14 December 2022 on the resilience of critical entities and repealing Council Directive 2008/114/EC.

8. Act of 19 June 2022 transposing Directive (UE) 2019/790 of the European Parliament and of the Council of 17 April 2019 on copyright and related rights in the Digital Single Market and amending Directives 96/9/EC and 2001/29/EC.

# 1. Our role

of cases falling within its competence, taking into account the Belgian division of competences. In practical terms, each regulatory authority is tasked with prosecuting offences within the territories and in the areas for which it is responsible. In accordance with the cooperation agreement of 3 May 2024, the BIPT also serves as the **Digital Services Coordinator (DSC)**, a role that involves coordinating, at national level, the supervision by the various competent authorities of compliance with the DSA.

The BIPT contributed to the drafting of the national regulatory framework (see point 3.1.3) and also internally prepared to take on the responsibilities of the new supervisory and advisory tasks that the 2025–2029 federal coalition agreement plans to assign to it under various European regulations in the digital sector: the AI Act, the Data Act and the Gigabit Infrastructure Act (hereinafter referred to as the 'GIA'):

- The BIPT will be formally designated as the **central and coordination authority responsible for market surveillance and as the notifying authority within the framework of the AI Act**. In this capacity, the BIPT will ensure, in particular, that no prohibited AI

systems are placed on the EU market, that high-risk AI systems meet the necessary requirements to ensure that fundamental rights are respected, and that end-users are adequately informed that they are interacting with an AI system.

- The BIPT will also be designated as the **competent authority and data coordinator for the implementation of Regulation (EU) 2023/2854 (Data Act)**. In that context, the BIPT will contribute to the development of a secure, reliable and innovative data ecosystem, for the benefit of citizens, businesses and the European internal market. In this capacity, it will ensure the effective implementation of the Data Act by ensuring its supervision and coordination. The BIPT will cooperate at both national level, with the relevant sectoral authorities, and European level with the competent authorities of other Member States, the European Commission and the European Data Innovation Board, in order to ensure consistent and effective implementation.
- Regulation (EU) 2024/1309 on gigabit infrastructure (Gigabit Infrastructure Act or GIA), published in 2024, contains measures to reduce the cost of deploying gigabit electronic

communications networks. The national implementing act will be adopted in 2026. In accordance with the 2025 coalition agreement, the BIPT will be responsible for **coordinating and supervising the implementation of the GIA** at federal level. In practical terms, this means that the BIPT will, among other things, monitor dispute settlement as provided for in the GIA, oversee the implementation and enforcement of technical rules relating to in-building physical infrastructure, and assess whether further implementation of other optional provisions of the GIA is necessary.

Pending the conclusion of a cooperation agreement, the BIPT has also been **provisionally** designated as the **national contact point** to participate in the work related to the EU network of national contact points on all aspects of Regulation 2024/900 on the **transparency and targeting of political advertising (TTPA Regulation)**, which entered into force on 10 October 2025. This provisional designation does not prejudice the final internal distribution of responsibilities regarding the implementation of the regulation.

**Means of action.** In performing its duties, the BIPT may:

- initiate investigations (following a complaint or on its own initiative) and carry out inspections;
- take administrative decisions and impose administrative sanctions;
- issue opinions on its own initiative or at the request of the competent ministers or the Chamber of Representatives;
- conduct studies, gather all useful information or organise public consultations;
- act as a conciliator in case of disputes.



## 2. Our organisation

### 2.1. Our status

The BIPT, an independent institution of public interest with its own legal personality since the Act of 17 January 2003 on the status of the regulator of the Belgian postal and telecommunications sectors (hereinafter the 'Status Act'), benefits from autonomous financial management and is financed by the contributions from the players of the regulated sectors.

The democratic monitoring of the BIPT's operation is, however, ensured and exercised through the following instruments:

- Every three years, a Strategic Plan is drawn up and presented to the Chamber of Representatives. It is the backbone of the successive operational plans, the implementation of which is also presented annually to the Chamber of Representatives;
- Each year, the BIPT publishes a report on its activities and the developments in the postal service and telecommunications markets for the stakeholders;
- The Institute's draft budget and its accounts are approved by the Ministers of Budget and Finance. The draft budget is published and the budget is also submitted to the Chamber of



Representatives. The annual accounts are audited by the Belgian Court of Auditors;

- The decisions of the BIPT may be the subject of full remedy actions brought before the Market Court whose decision shall be in the form of an interim order. The Court may suspend the BIPT's decisions and annul them with retroactive effect.

### 2.2. Our structure

The BIPT is run by the Council, made up of a chairman and three members; the four of them are appointed by the King for a period of six years. The current Council took up office in January 2024 and is composed of Michel Van Bellinghen, Chairman of the Council, and Bernardo Herman, Peggy Valcke and Stefaan Vyverman, Members of the Council.

The BIPT's organisational chart contains nine horizontal departments (Registry, Communications, Budget and Finance, Translation, International Relations, IT, Legal, Personnel Management and Purchasing and Logistics) and six vertical departments (Telecom Market & Media, Monitoring, Netsec (Network Security), Assignments, Consumer and Postal Market).

## 3. Our interventions

### 3.1. Our expertise

Based on its experience and contacts with the telecommunications, postal and digital services markets, the BIPT is regularly called upon to provide input for the preparation of strategic documents or decisions in these sectors. Examples of interventions in 2025 are detailed below.

#### 3.1.1. Opinions on legislative proposals

In 2025, the BIPT was called upon to issue various opinions on draft legislation relating to consumer protection.

**Opinion of 30 January 2025 on the bill amending the Civil Code and the gas and electricity legislation as regards the limitation period applicable to debts related to the supply of water, gas, electricity or electronic communications services.**<sup>9</sup> Following a request from the Chamber of Representatives and pursuant to Article 14, paragraph 1, 1°, of the Act on the status of the BIPT, the latter issued an opinion regarding the bill. As the proposed amendment to the Civil Code did not give rise to any comments from the BIPT regarding its legal

aspects or the objectives pursued, the opinion issued drew the legislator's attention to the need to strike a balance between, on the one hand, the interests of consumers (consumer protection, harmonisation of the network industries sector, prevention of late disputes and indebtedness) and, on the other hand, the interests of businesses (limits on debt recovery, the risks of an increase in legal actions, and the broad scope of application which makes legal entities both beneficiaries and debtors under the system).

**Opinion of 24 February 2025 on a bill amending the Act of 13 June 2005 on electronic communications and the Code of Economic Law so that advertising calls are only authorised upon explicit consent.**<sup>10</sup> This BIPT issued an opinion on the proposal to introduce an opt-in system for direct marketing, replacing the current opt-out system. This proposal would entail the deletion of the final sentence in Article 106/2, paragraph 1, and of point 3° of paragraph 6 of the ECA. However, removing these passages would make it impossible to implement the proposed technical solution, since, by removing the opt-out, users would no longer be required to indicate their refusal via the central number database (CNDB). Furthermore, the impact of switching to an opt-in system should be analysed



while taking account of the fact that call centres/operators making calls for direct marketing purposes are often located abroad.

**Opinion of 17 March 2025 on a bill on consumer protection and accountability in the telecommunications market.**<sup>11</sup> This bill provides

the following: 'This bill aims to transform the BIPT into a strong consumer protection authority with a more active role in the telecommunications market. In particular, it aims to ensure that the BIPT makes sure that information on tariffs and rights is clear, and that the BIPT gives priority to monitoring compliance with consumer protection

9. Doc. Parl. Chamber of Representatives, 56, 0457/001  
 10. Doc. Parl. Chamber of Representatives, 56, 0559/001  
 11. Doc. Parl. Chamber of Representatives, 56, 0458/001

### 3. Our interventions

provisions as part of its enforcement activities. The preparation of an annual report specifically focusing on these statutory duties, with a view to improving consumer protection, could help make the BIPT an effective protector of consumer rights.' To ensure that consumers have better access to their rights and that operators better fulfil their existing obligations regarding information provision, as well as to ensure that consumers are better informed about applicable tariffs, this bill provided for information to be communicated to consumers via the BIPT website in a clear, accessible and interactive format. Each year, the BIPT would publish a report regarding the inspection carried out and compliance with these provisions by operators. The BIPT would also be mandated to issue recommendations to strengthen consumer protection and access to information.

The BIPT welcomed the overall aim of improving information provision – in particular through an annual inspection report to the Chamber of Representatives – and empowering consumers. It nevertheless emphasised the need to clarify the detailed rules for its implementation, to ensure its compatibility with European regulations and the regulator's mandate, and to assess its potential impact on the functioning of

the market and on the relevant stakeholders. Rather than amending the ECA, the BIPT proposed amending the existing Act on the status of the BIPT to avoid duplication, since the BIPT already carries out a range of statutory duties that lead it to publish comparative studies or information for consumers on its own initiative.

**Opinion 25 November 2025 on a bill amending the Code of Economic Law in order to combat unwanted cold calling more effectively.**<sup>12</sup> The BIPT supports the objective of reducing the nuisance caused by unwanted cold calls. It is unable to take a position on the technical aspects of articles that fall outside its remit, but notes that the bill must be amended to take account of Article 106/2 of the ECA, which establishes a central number database (CNDB).

#### 3.1.2. Preparation of the electronic communications sector regulation<sup>13</sup>

**Royal Decree on numbering.** Since the publication of the Royal Decree of 27 April 2007 on managing the national numbering space and the granting and withdrawal of rights to use numbers (hereinafter: 'Numbering RD'), the electronic communications sector has seen numerous market developments and significant technological advances. It was therefore decided to draft a bill amending the Numbering RD. Firstly, it provides for the extension of the list of entities that do not have the status of 'public operator' but which may nevertheless require numbering resources for their services to ASTRID S.A. and the Ministry of Defence. ASTRID S.A. requires a certain number of PLMN IDs<sup>14</sup> (E.212) for the MOCN<sup>15</sup> and MCRAN<sup>16</sup> networks, in order to uniquely identify its radio communications network and distinguish it from the networks of public mobile operators. The text also explicitly provides that, for testing purposes only, numbering resources may be made available on a temporary basis, regardless of the applicant's status. Furthermore, articles relating to short numbers have been amended to

clarify, in particular, the circumstances in which three- or four-digit short numbers may be allocated by the BIPT. The rules regarding test numbers and routing in Articles 56, 67 and 74 have also been clarified and the IoT/eCall regulations laid down by the BIPT by way of a decision are now definitively incorporated into the Decree. The procedural aspects relating to applications have also been updated and brought into line with the latest version of the ECA. Finally, the decree requires providers of directory enquiry services to state their rates before a call is connected.

**Act on various provisions.** At the request of the Minister of Economy, the Minister responsible for the Belgian Institute for Postal Services and Telecommunications, the Minister of Digital Affairs and the Minister of Consumer Protection, the BIPT launched a public consultation at the end of 2025 on a draft bill containing various provisions relating to electronic communications, which amends several acts.

Consequently, the Act of 21 March 1991 on the reform of certain economic public companies has undergone a number of formal amendments. In particular, it has been amended to take account of the provisions set out in a bill of the same

12. Doc. Parl., Chamber of Representatives, 56, 1081/001

13. For a complete overview of the current and future legislative work in the electronic communications sector, we encourage readers to refer to the [Operational Plan 2026](#).

14. Public Land Mobile Identities

15. Multi-Operator Core Network

16. Mission Critical Radio Access Network (MCRAN means the Mission Critical RAN which will be deployed by ASTRID on the spectrum over which ASTRID holds rights of use).

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name introduced in late 2023, which had not completed its legislative process.

The Act on the status of the BIPT has essentially been amended for the following reasons:

- to fine-tune the transposition of Directive (EU) 2019/882 of the European Parliament and of

the Council of 17 April 2019 on the accessibility requirements for products and services;

- to ensure the collaboration of top-level domain name registries or an entity providing domain name registration services;
- to clarify the missions of the BIPT investigating officers;

- to update and strengthen criminal law provisions, in particular to provide a legal framework for the work of investigating officers when collecting samples using a false identity ('mystery shopping').

The draft bill also aims to amend the ECA to enable:

- the implementation of Regulation (EU) 2019/1020 of the European Parliament and of the Council of 20 June 2019 on market surveillance and compliance of products and amending Directive 2004/42/EC and Regulations (EC) No 765/2008 and (EU) No 305/2011, as regards products intended to cause harmful interference, as well as radio equipment;
- the introduction of an opt-out system for the transmission of subscriber data relating to legal entities by operators to providers of directories and directory enquiry services;
- proportionality of measures in the event of fraudulent calls or messages, as well as in relation to the unavailability of a domain name or associated website.

#### 3.1.3. Preparation of the digital sector regulation<sup>17</sup>

The BIPT has been assigned new powers within the framework of the implementation of various legal instruments of the European Union in the field of digital services. The BIPT participated in the drafting of texts necessary for their implementation in Belgium.

**Gigabit Infrastructure Act.** The BIPT participated in drafting the legislation implementing the Gigabit Infrastructure Act (GIA), in cooperation with the FPS Economy.<sup>18</sup> The BIPT also provided support for the consultation, organised by the Broadband Competence Office (BCO) through the Interministerial Economic Commission (IEC), with the federated entities regarding the implementation of the GIA at these administrative levels. Furthermore, the BIPT is working on proposals regarding a new cooperation agreement between the Federal State and the federated entities regarding dispute settlement within the framework of the GIA, to replace the cooperation agreement of 14 July 2017. Finally, the BIPT is also working on a draft proposal for a Royal Decree laying down the technical specifications referred to in Article 10(4) of the

<sup>17</sup>. For a complete overview of the current and future legislative work in the digital sector, we encourage readers to refer to the [Operational Plan 2026](#).

<sup>18</sup>. Regulation 2014/2024/EU of the European Parliament and the Council of 29 April 2024 on measures to reduce the cost of deploying gigabit electronic communications networks, amending Regulation (EU) 2015/2120 and repealing Directive 2014/61/EU.

### 3. Our interventions

GIA. A public consultation was held for this purpose over the summer.

**Transposition of the e-Evidence Directive.** The BIPT prepared the transposition into Belgian law of the e-Evidence Directive which regards electronic evidence in criminal proceedings.<sup>19</sup> The Directive must be transposed into Belgian law by 18 February 2026 at the latest.

The bill also aims at partially implementing [Regulation \(EU\) 2023/1543](#) of the European Parliament and of the Council of 12 July 2023 on European Production Orders and European Preservation Orders for electronic evidence in criminal proceedings and for the execution of custodial sentences following criminal proceedings ('e-Evidence Regulation').

**Data Act.** In 2025, the BIPT played an active role in the work relating to the implementation of the Data Act<sup>20</sup>, which has been in force since 12 September 2025. In accordance with the government agreement, the work to adapt the Belgian legislation to implement this Regulation aims to designate the BIPT as the competent

authority and as the data coordinator, in order to ensure the development of a secure, reliable and innovative data ecosystem, in the interest of citizens, businesses and the European internal market, in collaboration with the competent authorities at both national and European level (the competent authorities of other Member States, the European Commission and the European Data Innovation Board).

**Artificial Intelligence Act (AI Act).** The BIPT is actively involved in discussions aimed at ensuring the implementation at federal level of the Artificial Intelligence Act<sup>21</sup>, which came into force on 1 August 2024 and is already partially applicable.<sup>22</sup>

#### 3.1.4. Preparation of the cybersecurity regulation<sup>23</sup>

**Cyber Resilience Act.** The BIPT is involved in the work to transpose the Cyber Resilience Act into Belgian law.<sup>24</sup> This Regulation aims to define the necessary framework conditions for the development of secure products with digital elements by ensuring that hardware and software products placed on the market are less vulnerable and that manufacturers take security seriously throughout the product life cycle. It also aims to create conditions enabling users to take cybersecurity into account when selecting and using products with digital elements, for example by improving transparency regarding the support period for products with digital elements made available on the market.

#### Cybersecurity and post-quantum cryptography.

The BIPT closely monitored developments in European standards relating to data protection and the security of sensitive communications, such as:

- Decision (EU) 2022/2481 of the European Parliament and of the Council of 14 December

2022 establishing the Digital Decade Policy Programme 2030<sup>25</sup> includes among the 'digital targets' by 2030 'secure, resilient, performant and sustainable digital infrastructures (...)';<sup>26</sup>

- The aforementioned NIS2 Directive;
- Commission Recommendation of 11 April 2024 on a Coordinated Implementation Roadmap for the transition to Post-Quantum Cryptography (PQC).<sup>27</sup> In its capacity as the sectoral authority and sectoral inspection service for the digital infrastructure sector<sup>28</sup>, the BIPT monitors developments in European standards relating to post-quantum cryptography in order to support and oversee the post-quantum transition of digital infrastructure entities. Post-quantum cryptography indeed protects encrypted data from decryption attempts made via quantum computers.

19. Directive (EU) 2023/1544 of the European Parliament and of the Council of 12 July 2023 laying down harmonised rules on the designation of designated establishments and the appointment of legal representatives for the purpose of gathering electronic evidence in criminal proceedings.  
 20. Regulation (EU) 2023/2854 of the European Parliament and of the Council of 13 December 2023 on harmonised rules on fair access to and use of data and amending Regulation (EU) 2017/2394 and Directive (EU) 2020/1828.  
 21. Regulation (EU) 2024/1689 of the European Parliament and of the Council of 13 June 2024 laying down harmonised rules on artificial intelligence and amending Regulations (EC) No 300/2008, (EU) No 167/2013, (EU) No 168/2013, (EU) 2018/858, (EU) 2018/1139 and (EU) 2019/2144 and Directives 2014/90/EU, (EU) 2016/797 and (EU) 2020/1828.  
 22. Chapters I and II came into force on 2 February 2025. Chapter III, Section 4, Chapters V, VII, XII and Article 78 entered into force on 2 August 2025, with the exception of Article 101.  
 23. For a complete overview of the current and future legislative work regarding cybersecurity, we encourage readers to refer to the [Operational Plan 2026](#).  
 24. Regulation (EU) 2024/2847 of the European Parliament and of the Council of 23 October 2024 on horizontal cybersecurity requirements for products with digital elements and amending Regulations (EU) No 168/2013 and (EU) 2019/1020 and Directive (EU) 2020/1828.  
 25. Decision (EU) 2022/2481 of the European Parliament and of the Council of 14 December 2022 establishing the Digital Decade Policy Programme 2030.  
 26. See Article 4(1), 2°, of the Decision of the European Parliament and of the Council of 14 December 2022 establishing the Digital Decade Policy Programme 2030.  
 27. Commission Recommendation (EU) 2024/1101 of 11 April 2024 on a Coordinated Implementation Roadmap for the transition to Post-Quantum Cryptography.  
 28. See above, p.12.

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### 3.1.5. Preparation of the media regulation.

**European Media Freedom Act.** The European Media Freedom Act<sup>29</sup> (EMFA) has been in force, for the most part, since 8 August 2025. It aims to ensure greater media pluralism and stronger editorial independence in the face of the risks of politicisation and a lack of transparency in the ownership structure of media service providers. This regulation therefore provides for new supervisory tasks to this end. Furthermore, this regulation also applies to the print media, which falls within the competence of the federal government.

The BIPT contributed to the working group responsible for implementing the aforementioned regulation, in particular by amending the Act on the status of the BIPT to enable it to carry out new tasks and to prepare a cooperation agreement.

### 3.1.6. Preparation of the postal sector regulation<sup>30</sup>

The BIPT also contributed to drafts amending the postal regulatory framework.

**Parcel lockers.** The Committee for Mobility, Public Companies and Federal Institutions of the Chamber of Representatives asked the BIPT to issue an opinion on a bill on the provision of parcel lockers. In concrete terms, the bill provided for the universal service provider<sup>31</sup> to make at least one parcel locker available in every municipality. In its opinion, the BIPT concluded that introducing such a requirement was premature, given the rapid expansion of the various parcel locker networks in our country. Furthermore, the BIPT also launched in December 2025 a consultation on the provision and use of parcel lockers in Belgium, in which both consumers and postal service providers were surveyed.

**Delivery Act.** The BIPT closely followed developments surrounding the Delivery Act, which aims to modernise the European framework governing postal services and parcels. In 2025, the BIPT responded to the Call for Evidence of the European Commission, which

aims to gather input from all stakeholders in the postal and delivery sector on the need to reform European postal regulations and the related main scenarios.

**Developments relating to the Parcel Act.** In 2025, the BIPT also continued to carry out its duties under the Parcel Act.<sup>32</sup> The coalition agreement also provides that legislation governing the working conditions of parcel deliverers will be reviewed and simplified through a consultation process, in line with the act's objective of improving the working conditions of parcel deliverers. The BIPT played an active role in the inter-agency working groups on this subject. It also conducted its own analysis and communicated its recommendations to the government.

The Act of 17 December 2023 was also the subject of an action for annulment before the Constitutional Court. However, following judgment No. 103/2025 of 17 July 2025 rejecting the action, the Parcel Act remained unchanged.

### 3.1.7. Sharing of expertise with our national, European and international partners

At national level, the BIPT cooperates with numerous institutional partners (such as the FPS Economy, the FPS Foreign Affairs but also the police, the judicial authorities and other regulators) to analyse, follow up and, if necessary, transpose a wide range of European legislative initiatives into national legislation.

The BIPT also supports the Belgian Permanent Representation to the EU in the event of questions on these subjects or similar initiatives regarding the regulation of telecommunications and postal services markets, but also of new digital economies.

In 2025, the BIPT strengthened its European presence by obtaining several mandates within European regulatory bodies, with the election of Michel Van Bellinghen to the BEREC Mini-Board for 2026 and of Bernardo Herman as Chair of the ERGP for 2027.

Furthermore, the BIPT continued to fulfil its role within the Universal Postal Union as Vice-Chair of the Council of Administration, actively

29. Regulation (EU) 2024/1083 of the European Parliament and of the Council of 11 April 2024 establishing a common framework for media services in the internal market and amending Directive 2010/13/EU.

30. For a complete overview of the current and future legislative work in the postal sector, we encourage readers to refer to the [Operational Plan 2026](#).

31. The universal postal service is the legal guarantee that all citizens of a country have access to basic postal services at affordable and uniform rates. It ensures that letters and parcels are delivered everywhere, within certain limits, including to areas that are difficult to access. bpost is the Belgian universal service provider.

32. Act of 17 December 2023 pertaining to various provisions in order to improve the working conditions of postal parcel deliverers.

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contributing to the preparations for and work of the 2025 Congress in Dubai.

The BIPT also shares its expertise on regulation via the Centre on Regulation in Europe ([CERRE](#)). CERRE is a think tank whose research focuses on better regulation in the energy and sustainability, technology, media, telecommunications, and mobility sectors. CERRE is composed of independent regulators (including the BIPT), companies and university research centres working in its various fields of expertise. In

2025, the BIPT mainly assisted in the publication of 'EU Regulation and Institutions for Digital Competitiveness', in which CERRE argued that the EU must modernise its regulations by placing greater emphasis on innovation, whilst upholding the principles of better regulation. Furthermore, CERRE also called for institutional reforms to stimulate economic growth and ensure the consistent implementation of the rules. CERRE also published in 2025 a series of other [reports](#) regarding regulatory developments (in the digital sector).

#### 3.2. Our interventions for the general public

**Analysis of telecommunications tariffs at national level.** To help consumers gain a better understanding in a dynamic market where telecom offers change rapidly, the BIPT has been carrying out a national price comparison every year since 2012. This is now the subject of two separate publications: one on mobile services, the other on fixed and convergent services.<sup>33</sup>

This exercise is resolutely pragmatic and takes as its starting point the real needs of consumers, which are illustrated using clearly differentiated profiles that offer a broad and varied perspective of the telecommunications market.

The national benchmarking regarding [mobile services](#) is based on five profiles, each one characterised by requirements (mobile data volume and call minutes), the levels of which progressively vary from basic to very high. For each profile, offers meeting at least their requirements were taken into account.

The idea followed by the tariff study regarding [fixed and convergent profiles](#) is to guide consumers and give them all the 'keys' they need

to determine the minimum expenses to cover their telecoms needs. To that end, several solutions are analysed by comparing the results of commercial 'turnkey' offers and those resulting from a 'mix'<sup>34</sup> of plans.

In 2025, both studies have shown that by regularly comparing plans consumers could make significant savings, in particular by choosing products from secondary or alternative operators, playing on the increase in mobile data included in the packages (mobile and convergent profiles) or removing the mobile service(s) of the bundle. The telecoms market is changing at the pace of technology. It is thus important to compare frequently, among other things thanks to [www.besttariff.be](http://www.besttariff.be), the tariff simulator of the BIPT.

These studies, aimed at popularising information and making it as accessible as possible to as many consumers as possible, as well as the characteristics of the 14 profiles studied and the cheapest offers of each operator meeting them, are directly available in a few clicks on the dedicated pages of the BIPT website.

The profiles used in these two comparisons will be reviewed and subject to sector consultation in 2026.

33. A convergent bundle is a bundle combining both fixed telecom services (Internet and/or television and/or fixed telephony) and mobile services.  
34. A mix means the combination of two plans from two distinct operators to meet the requirements of a given profile.

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**Analysis of telecommunications tariffs at international level.** The BIPT's expertise in analysing telecommunications tariffs also extends internationally. As in previous years, the BIPT conducted a comparative price study comparing the level of telecommunications tariffs on the Belgian market with those in neighbouring countries. This study is conducted internally by the BIPT and can be seen as complementary to the international benchmark carried out each year by the European Commission. The BIPT's study was the subject of the [Communication of 15 December 2025](#).

The tariffs chosen for comparison are those of the cheapest offers that meet at least the telecommunications needs for a certain number of user profiles. Results were presented for the mobile market, on the one hand, and for the fixed internet market and bundles, on the other hand.

**Informative videos.** As the regulator of the postal market and the electronic communications market, the BIPT's tasks include understanding the end-users of electronic communications and postal services, to anticipate their needs and defend their interests. This is why the BIPT actively communicates with users to inform them of their rights and the tools at their disposal.

It is also crucial that the BIPT is known and clearly identified as the competent authority by its target groups. In 2025, a profile video was produced to provide an overview of the BIPT's competencies and activities. Another series of video clips featuring staff members provided a practical insight into certain roles at the BIPT. These videos are mainly used to attract new staff members. They give potential candidates a better idea of the organisation, work environment and concrete functioning of the BIPT. They were also broadcast on television as part of the 'Toffe jobs' programme on VRT1, and can also be found on the [Travaillerpour.be](#) website. All these videos are available on the [BIPT's YouTube channel](#).

**Social networks.** The BIPT also uses LinkedIn and Facebook to react to current events, to give tips and tricks to postal and telecommunications service users and to draw their attention to certain developments in these sectors or the BIPT's activities. To do so, the BIPT uses sponsored and unsponsored publications.

**5G knowledge and learning platform.** In 2025, the BIPT promoted the dissemination of correct information on 5G, by providing objective and independent information to the ['Parlons5G'](#)

website, in particular with quarterly analyses of the scientific literature on the potential effects of electromagnetic fields and radio frequencies on health, drafted by Sciensano.

**Targeted information campaigns.** In addition to providing information to the general public, the BIPT also runs targeted information campaigns for customs and police services and takes part in trade fairs and conferences in its areas of expertise. More generally, the BIPT regularly informs retailers on the regulation regarding



radio equipment and refurbished equipment and, for instance, the declaration of conformity of the manufacturer and the CE marking on these devices. The aim of these initiatives is to raise awareness among players on the Belgian and European markets about the importance of abiding by compliance regulations when selling radio equipment, and thus ensure the safety of users.

Close cooperation with customs services also makes it possible to prevent equipment that does not comply with the RED from entering the European market via Belgium.

**NISDUC conferences.** In the context of the NISDUC (NIS Directive User Community) project, the Luxembourg Regulatory Institute (ILR) organised the fourth NISDUC Conference on 6 and 7 May 2025 in the city of Luxembourg. The RDI (Rijksinspectie Digitale Infrastructuur), the NCSC (National Cyber Security Centre), the Luxembourg Institute of Science and Technology (LIST), the Computer Incident Response Center Luxembourg (CIRCL) and the Centre for Cybersecurity Belgium (CCB) also contributed to the success of this event.

Under the theme 'Building a strong and trusted

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cybersecurity & NIS2 community towards informed governance', the free two-day symposium was open to Operators of Essential Services (OESs), Digital Service Providers (DSPs), competent authorities, Single Points of Contact, Computer Security Incident Response Teams (CSIRTs), sector associations, cybersecurity institutions and other relevant stakeholders.

The program offered a wide range of themes related to the NIS Directive, addressed from different angles:

- Feedback from regulated entities and regulatory authorities;
- Implementation of and changes in the regulatory framework and anticipation of future changes;
- Academic and advanced contributions to cybersecurity.

The event attracted over 400 participants over the two days, from a number of countries, mainly Belgium, Luxembourg, the Netherlands and Germany.

The next event has been scheduled to take place in Brussels on 19 and 20 May 2026, in accordance with the principle of rotating the host country among the Benelux Member States.



## 4. Our place on the European and international stage



The regulation of electronic communications, postal services and digital service is broadly determined at European level. It is thus essential that the BIPT, being the Belgian regulator, be actively involved in the European coordination bodies so that national specificities are taken into account.

International cooperation between regulators, based on the exchange of information and strategic coordination, is essential to ensure consistent regulation that is tailored to current challenges such as digital transformation,

cybersecurity and resilience.

Furthermore, the BIPT also acts as a representative of the Belgian State at European and international levels in the fields falling within its competence.

### 4.1. The BIPT as a regulator

**BEREC.** The Body of European Regulators for Electronic Communications (BEREC) is a European advisory body whose operation is covered by Regulation 2018/1971 of 11 December 2018.<sup>35</sup> It contributes to the development and better

functioning of the internal market for electronic communications networks and services, by ensuring a consistent application of the EU regulatory framework.

BEREC's missions include assisting and advising the NRAs (National Regulatory Authorities), the European Parliament, the Council of the European Union and the European Commission, and cooperating with the NRAs and the Commission, upon request or on its own initiative, on technical matters related to electronic communications within its competence. BEREC's work is organised in working groups, composed of experts from the regulators ('bottom-up' system). It reinforces cooperation among NRAs but also between the NRAs and the European Commission. The independence of BEREC from governments and the Commission is an essential element in maintaining its effectiveness.

The members of BEREC are the electronic communications regulators from EU countries; the European Commission acting as an observer. BEREC prepares opinions, guidelines, reports, recommendations, common positions and best practices on the regulation and development of electronic communications, and supports the

implementation of the European regulatory framework. It also organises public consultations. In that respect, it contributes to a better functioning of the market for electronic communications networks and services. In line with technological developments and the convergence between telecommunications networks and services on the one hand, and digital services, on the other hand, BEREC now incorporates in its work programme new issues beyond the traditional scope of telecommunications regulation, such as submarine cables, satellite networks...

In 2025, the BIPT contributed to the implementation of the BEREC [Work Programme 2025](#) under the chairmanship of ComReg, the Irish regulator. BEREC's priorities are consistent with the 2021-2025 strategy, meaning: promoting full connectivity, supporting sustainable and open digital markets, and empowering end-users. In 2025, BEREC continued to implement the European Electronic Communications Code (EECC) at national level and assessed the extent to which the regulatory framework for electronic communications had helped to achieve the EECC's objectives. BEREC also carried out tasks aimed at providing the best possible advice to the European Parliament, the Council of the

35. Regulation (EU) 2018/1971 of 11 December 2018 establishing the Body of European Regulators for Electronic Communications (BEREC) and the Agency for Support for BEREC (BEREC Office), amending Regulation (EU) 2015/2120 and repealing Regulation (EC) No 1211/2009.

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European Union and the European Commission in the field of electronic communications.

The BIPT was represented within BEREC's twelve working groups and governance bodies (Board of Regulators, BEREC Office Management Board, Contact Network, BEREC Office Advisory Group). At the third plenary meeting of BEREC in October 2025, the Chairman of the BIPT Council, Michel Van Bellinghen, was appointed to serve as a member of the BEREC Mini-Board in 2026 on behalf of the BIPT.

BEREC published about thirty reports and opinions in 2025. BEREC focused primarily on reviewing the implementation of the European Electronic Communications Code (universal service, user rights), assessing roaming rules, safeguarding an open internet, conducting geographical analyses of network roll-out, and developing guidelines under the Gigabit Infrastructure Act (GIA). Topics such as sustainability, data centres, the Digital Decade Policy Programme (DDPP), 5G, the Data Act and the DMA<sup>36</sup> were also discussed in 2025.

BEREC has also started extensive internal reflection work, in connection with the forward-looking documents published by the European

Commission (White Paper, Draghi Report and Letta Report) with a view to review the regulatory framework for electronic communications, scheduled for the end of 2025.<sup>37</sup> It was finally in 2026 that the Commission published the draft [Digital Networks Act](#) (DNA).

BEREC finally drafted and published its new Strategy 2026-2029 at the end of 2025. The actions it contains correspond to the four general objectives of BEREC:

- Incentivising connectivity, access and take-up of VHCNs;
- Promoting competition;
- Contributing to the development of the internal market;
- Ensuring the interests of the citizens of the Union.

To ensure that its strategy remains relevant and aligned with future developments, BEREC will review its strategic priorities over the course of the period. Accordingly, BEREC will review the strategy by 2030 if necessary to take account of any significant changes in the sector's regulatory framework, including its mandate, particularly with a view to the forthcoming review of the legal framework.

In 2025, BEREC organised various events such as a Stakeholder Forum, and several internal and external [workshops](#), among which: 'External workshop on the ecodesign of digital service for greener networks and ICTs', 'External workshop on practical issues preventing number misuse and possible fraudulent activities as a result of impact of new technologies', 'BEREC-BEUC joint workshop on end-user rights'.

**DSA Board.** The European Board for Digital Services serves as a platform for fostering compliance, enhancing cooperation, and ensuring the effective and coherent implementation of the DSA throughout the EU. It is composed of all designated Digital Services Coordinators (DSCs), chaired by the European Commission and advises the European Commission and DSCs on supervisory matters and emerging challenges in digital services.

In 2025, the European Board for Digital Services carried out its work through six regular meetings and four ad hoc meetings. These meetings provided a forum for discussion and exchange (on topics such as the monitoring of very large online platforms and very large online search engines, initiatives to combat online fraud, the role of trusted flaggers, issues relating to

intellectual property rights, reports from providers and the European Commission on identified systemic risks, etc.), which, in certain cases (such as the Elections Toolkit, the Delegated act on data access, the Code of Conduct on Disinformation, the guidelines on the protection of minors, etc.), resulted in formal support.

As the Belgian DSC, the BIPT has always been deeply committed to representing the Belgian position within the European Board for Digital Services on the matters mentioned above and has actively contributed to the work and discussions in this regard.

A more detailed explanation of the BIPT's work in relation to the DSA, as well as how its active involvement has manifested itself within the European Board for Digital Services and its working groups, can be found in the 2025 annual report on the DSA.

**AI Board.** The European Artificial Intelligence Board (the 'AI Board') provides opinions and assistance for the implementation and enforcement of the AI Act, ensuring that there is a good balance between innovation and a forward-looking approach on the one hand, and

36. The Digital Markets Act (DMA) aims to foster competition in the European digital markets and to prevent abuse of power by the very large platforms (gatekeepers).  
 37. [BEREC's input to the EC public consultation on the White Paper "How to master Europe's digital infrastructure needs?"](#), 28.06.2024.

## 4. Our place on the European and international stage

respecting and protecting the fundamental rights of EU citizens on the other hand. This Board is composed of representatives from all EU Member States and is assisted by the AI Office of the European Commission. Over the past two years, 14 subgroups have been created within the AI Board to deepen specific parts of the AI Act, regarding which further clarification is still needed. The BIPT acts as an observer in all these subgroups and is an active member of the subgroups dealing with regulatory sandboxes for AI, prohibited practices in AI, standards, interactions with other EU regulations, Annex III on high-risk AI systems, enforcement and security, market surveillance authorities, notifying authorities and transparency.

**IRG.** The Independent Regulators Group brings together 37 members (European telecommunications regulators from EU Member States and other European countries). The IRG acts as a facilitator for its members and provides flexible support to fulfil their role. They work on improved collaboration, mutual assistance and the sharing of information among regulators. The BIPT participated in several IRG workshops and webinars. The work of the IRG is of strategic importance, given the discussions on the future of telecommunications and the role of regulators.

The work focuses on 'capacity building' and information for NRAs.

**The ERGP.** The European Regulators Group for Postal Services (ERGP) is a consultative and deliberative body gathering the postal regulators delivering opinions to the European Commission in the field of postal services.

The ERGP Work Programme 2025, was part of the ERGP Medium-Term Strategy 2023-2025, which was built on three pillars, namely:

1. revisiting the postal sector and its regulatory framework in light of environmental sustainability and digitalisation;
2. promoting a competitive single EU postal market in the context of rising e-commerce deliveries;
3. empowering end-users and ensuring a user-oriented universal service.

At the ERGP's second plenary meeting in October 2025, Bernardo Herman, BIPT Council Member, was elected as the 2027 Chair of the ERGP and will therefore serve as Vice-Chair of the ERGP in 2026 and 2028, in accordance with the troika principle.

In 2025, the BIPT participated in two plenary meetings and the five following ERGP working

groups: 'Regulatory Framework', 'Sustainability', 'Access and Interoperability', 'Financing of USO' and 'Consumers and Market Indicators'. The BIPT headed the 'Consumers and Market Indicators' working group, in collaboration with the Maltese regulator, [MCA](#). This working group published four external ERGP reports: 'Report on quality of service standards', 'Report on postal core indicators', 'Report on postal price indicators' and 'Report on quality of service, consumer protection and complaints handling'.

Furthermore, the BIPT also co-chaired the Task Force on the Medium-Term Strategy 2026-2028, which defines the ERGP's new strategy for the next three years.

**CERP.** The European Committee for Postal Regulation (CERP) ensures a good coordination between its members and seeks to promote compliance with the 'acquis communautaire'. The BIPT participates as the postal sector regulator in Belgium. In 2025, the BIPT attended the plenary meeting in Cyprus dedicated to preparations for the UPU Congress in Dubai for the European region.

In addition, the BIPT has been actively involved in the CERP's 'UPU' working group, whose main

tasks are, on the one hand, to prepare the UPU Congress and, on the other, to ensure day-to-day European coordination during the UPU Congress.

**IIC.** The International Institute of Communications (IIC) is an independent international forum that brings together national regulators, competition authorities, companies and other stakeholders to discuss issues related to the telecommunications, media and technology sectors. In 2025, the BIPT hosted the 'Annual Europe Digital Communications and Media Forum 2025' during which a number of topical and relevant issues were discussed, including 'Dissecting the Digital Networks Act – the future of connectivity in the EU', 'EU competitiveness on the global stage – building the digital powerhouse', 'Online safety briefing: DSA and OSA implementation updates', 'Digital economy priorities for the new Commission' and 'AI Act: Implementation & enforcement progress report'.

**Fratel.** The BIPT is a member of the French-speaking telecommunications regulatory network ([Fratel](#)). This international network of regulators from French-speaking countries organises an annual seminar and meeting. It collects data by sending questionnaires. In 2025, the work carried out under the French presidency enabled

## 4. Our place on the European and international stage

the creation of a platform dedicated to mapping the coverage and quality of mobile services. A seminar on 'International Connectivity' held in May provided an opportunity to examine the current situation and future prospects. The theme of the 23<sup>rd</sup> annual meeting in October 2025 was 'Major international digital players: what are the impacts at local level?'

### 4.2. The BIPT as the representative of the Belgian State

#### 4.2.1. Specialist organisations of the United Nations

**ITU.** The International Telecommunication Union (ITU) is the worldwide authority for information and communications technologies. It is mainly active in three sectors: managing the radio-frequency spectrum and satellites (ITU-R), developing technical standards for telecommunications (ITU-T) and its global ICT development operations (ITU-D).

In 2025, the ITU focused on the World Telecommunication Development Conference (WTDC-25), which took place in Baku (Azerbaijan) from 17 to 28 November 2025. The aim is to discuss relevant topics, projects and programmes

with a view to developing telecommunications.

**UPU.** The Universal Postal Union (UPU) supervises the international postal exchange. The Universal Postal Congress is the highest policy-making body of the UPU and is held every four years. It gathers the representatives of the 192 member countries to decide on the reform of the UPU, to adopt a new global postal strategy and establish the future rules applicable to the cross-border postal traffic. Between two Congresses, the Council of Administration (CA), made up of 41 Member countries, and the Postal Operations Council (POC), made up of 48 Member countries, continue the Union's work.

In 2025 (the final year of its four-year term), the BIPT represented Belgium within the UPU as a member of the Council of Administration and Vice Chair of the Council of Administration for Western Europe. In the latter capacity, the BIPT is a member of the Management Committee of the UPU Council of Administration, within which the Institute prepares the work of the Council of Administration. This Council of Administration primarily focused on preparing all the proposals for the UPU Congress to be held in September 2025 in Dubai (United Arab Emirates).



## 4. Our place on the European and international stage

The BIPT actively participated on behalf of Belgium in the 28<sup>th</sup> Universal Postal Congress in Dubai from 6 to 20 September 2025. The BIPT prepared this Congress by working closely with other countries, particularly European nations (through the CERP's European coordination), so that the UPU can continue to fulfil its important role in an ever-changing international postal environment. During the Universal Postal Congress, significant measures were taken to adapt the UPU's product portfolio to today's needs.

Belgium, represented by the BIPT and the FPS Economy, played an active role in seeking consensual solutions. Furthermore, as the Vice Chair of Committee 7 (Drafting), Belgium was, on the one hand, responsible for ensuring the accurate translation of the documents into French and, on the other hand, a member of the Congress office, within which all the chairs and vice-chairs of the various committees sit together to prepare the Congress. Having already served two consecutive terms on the Council of Administration, Belgium was ineligible for re-election. Belgium has, however, been elected to the Postal Operations Council, where bpost will represent Belgium.



### 4.2.2. The European Commission

**COCOM.** The Communications Committee (COCOM) assists the Commission in carrying out its executive powers and is composed of representatives of EU Member States. The BIPT, as an expert, contributed to and participated in the activities of this committee, in cooperation with the FPS Economy.

**PDC.** The Postal Directive Committee (PDC) is the postal counterpart of the COCOM. The BIPT, together with the FPS Economy, closely follows the work of this committee and attended two meetings. In June and December, the BIPT gave presentations on the work of the UPU as part of the UPU Congress. Furthermore, the BIPT gave two presentations within the framework of the ERGP: 'Report on postal prices indicators' and 'Report on quality of service standards'.

**RSPG/RSC.** The Radio Spectrum Policy Group or RSPG is a high-level advisory group assisting the European Commission in the development of the radio spectrum. The Radio Spectrum Committee or RSC is responsible for specific technical measures necessary to implement the radio spectrum policy. It is made up of representatives of the Member States and is

## 4. Our place on the European and international stage



chaired by the European Commission.

As the radio spectrum and the related matters by nature exceed the national borders and in view of the objective of a harmonised use of spectrum in Europe, the RSPG's and RSC's work within the European Commission's Directorate-

General 'Connect' is closely followed by the BIPT. Concerning the implications in Belgium of the activities of the RSC and RSPG, a consultation is held if necessary with the Communities (responsible for broadcasting). The RSC meets four times a year, and the RSPG three times.

- **Use of the 6425-7125 MHz band:** Following the WRC-2023, the RSPG established a working group responsible for developing an opinion on the future use of this band. The BIPT supports the allocation of this band for International Mobile Telecommunications (IMT) as well, in addition to a possible limited

use by Wi-Fi. The concept of IMT family includes several mobile technologies (such as 4G, 5G and 6G). In Europe, the 6425-7125 MHz band can meet the demand for additional spectrum in the mid-band for 5G/6G, given its propagation conditions similar to the ones of the 3400-3800 MHz band. In a way, it is the

## 4. Our place on the European and international stage

only realistic candidate for the mid-band spectrum for IMTs. In November 2025, the Radio Spectrum Policy Group (RSPG) approved an opinion on this subject. This RSPG opinion relates solely to the allocation of a fixed bandwidth of 540 MHz (6585–7125 MHz) for the use of 5G/6G mobile applications. Regarding the remaining 160 MHz in the lower part of the band (6425–6585 MHz), it was decided not to issue an opinion yet, but to put this discussion on hold until after the WRC-27 (World Radiocommunication Conference of 2027) where the assignment of the adjacent 7125–7250 MHz frequency band will also be addressed. These frequency bands, which still have to be assigned, may be allocated to 5G/6G mobile applications or Wi-Fi applications. Belgium has always been in favour of assigning the full frequency band for 5G/6G applications. Once the RSPG has issued this opinion, the work within CEPT will resume and eventually lead to technical conditions harmonised by the EC (via a decision of the European Commission). These technical conditions determine for instance the compatibility between 6G and other existing services in that band (such as radio links) and adjacent bands. Technical requirements are very important and form the

basis of the free movement of radio equipment in the European Union.

- **470-694 MHz UHF band:** At the WRC-2023, an agreement was reached on a new secondary allocation to the mobile service in the 470-694 MHz frequency band, with the exception of the aeronautical mobile service. In 2025, this band became relatively scarcely used in Belgium for broadcasting purposes. A workflow was initiated within CEPT at the end of 2025 to implement a flexible and innovative regulatory framework for the use of the 470-694 MHz band, enabling each country to manage this band in accordance with its national needs. This approach is in line with Decision (EU) 2017/899, which acknowledges the rights of the Member States to keep the sub-700 MHz band for broadcasting or to repurpose it, and with the provisions of the ITU Radio Regulations. The GE06 Agreement and the following bilateral agreements provide for the exclusive assignment of frequencies among neighbouring countries. This facilitates the introduction of mobile services in countries planning to stop terrestrial broadcasting and may enable frequency hopping between neighbouring countries to support spectrum contiguity and efficient use of frequencies.

The RSPG also attaches great importance to the introduction of 6G and believes that a proactive attitude is essential to support the development and deployment of 6G in Europe. The RSPG approved a report on that subject in early 2025. Early recognition of spectrum needs will facilitate the first launch and operation of 6G networks and services from 2030. The report highlighted in particular the importance to have additional spectrum in the mid-band. This would allow the implementation of 6G use cases which require a higher capacity than for 5G services. Furthermore, the RSPG indicates that 5G should be based on the common development and interoperability of terrestrial and satellite networks.

**RE EG.** The expert group on radio equipment is also chaired by the European Commission. In addition to representatives of the Member States, it includes representatives of stakeholders such as the industry, European standardisation organisations, consumer organisations, market surveillance organisations and notified bodies.

In 2025, the BIPT participated in two meetings. Various legal and technical topics were discussed, such as the interaction and transition

between Delegated Regulation (EU) 2022/30 on cybersecurity<sup>38</sup> within the framework of the RED and the Cyber Resilience Act, the interaction between the RED and the AI Act, standardisation activities, the universal charger, but also particular issues such as (imported) refurbished products and reconfigurable radio systems, radio equipment integrated in vehicles, etc.

38. Commission Delegated Regulation (EU) 2022/30 of 29 October 2021 supplementing Directive 2014/53/EU of the European Parliament and of the Council with regard to the application of the essential requirements referred to in Article 3(3), points (d), (e) and (f), of that Directive.



Belgian Institute  
for Postal Services  
and Telecommunications

# CHAPTER 2

## REALISATION OF OUR STRATEGIC OBJECTIVES IN 2025





**2.1.**

COMPETITION  
AND MARKET  
DEVELOPMENT



**2.2.**

USERS'  
INTERESTS



**2.3.**

SECURITY  
OF DIGITAL  
INFRASTRUCTURE



**2.4.**

CONTROL ACTIONS  
AND SUPPORT



**2.5.**

EFFICIENT  
FUNCTIONING

The strategic objectives of the BIPT are specified in its three-year strategic plan. In it, the BIPT defines strategic axes according to which it organises its activities with a view to achieving the objectives assigned to it. These axes are the main themes on which the BIPT intends to focus as a priority during the period concerned.

The details of the realisation of the objectives are then specified in annual operational plans.

This chapter includes the concrete actions that were taken by the BIPT, in addition to its daily operations, to carry out the [2025 operational plan](#), with a view to achieving its strategic objectives.

This chapter is thus logically structured along the five axes of the [strategic plan 2024-2026](#), namely:

- Competition and market development;
- Users' interests;
- Digital infrastructure security;
- Control and support;
- Efficient functioning.

## 1. Competition and market development

Competition plays an essential role in the dynamism and balance of markets, promoting innovation, diversity of offers and advantageous tariff conditions for consumers. Beyond its economic impact, it also contributes to social well-being by ensuring fair access to efficient and affordable electronic communication, media and postal services.

In this context, the BIPT ensures that the markets for which it acts as supervisory or regulatory authority develop competitively, that innovation is stimulated and that this development is sustainably achieved. The related objectives are the promotion of competition, the development of the internal market and the promotion of VHCN connectivity, as well as the management of scarce resources and the relevant digital regulation.

### 1.1. Promotion of sustainable competition and development of the internal market

#### 1.1.1. Monitoring of the telecommunications and postal service markets

To carry out its missions in the regulated sectors, the BIPT must have a perfect insight into the situation of the markets. Market surveillance also allows to measure the impact of regulation a posteriori. For these reasons, monitoring is a fundamental activity of the BIPT.

##### a) Monitoring of the electronic communications market

##### Digital objectives of the European Commission.

Belgium's competitiveness in the field of information technology is measured within the framework of the European Commission's Digital Decade Policy Programme, setting digital objectives for 2030. The reporting tracks the progress of Member States in achieving the digital objectives.



REALISATION OF OUR STRATEGIC OBJECTIVES IN 2025

## 2.1. COMPETITION AND MARKET DEVELOPMENT



# 1. Competition and market development

Regarding the digital infrastructure indicators, i.e. the coverage of fixed networks with a speed of 1 Gbps (VHCN) and the 5G coverage, Belgium achieved results above the European average: 94% versus 83% and 97% versus 94%.<sup>39</sup> Despite its good VHCN coverage, Belgium still lags considerably behind in terms of fibre coverage (31% versus an average of 69%). However, it is expected that our country will continue to catch up in the years to come. The delay in 5G coverage, largely due to the late finalisation of the 5G spectrum auctioning, has now been largely made up.

**Antenna site sharing.** The site-sharing regime introduced in Belgium aims to reconcile the needs of competition with environmental, public health, public safety and town and country planning objectives. The BIPT plays an observer role at the meetings of the non-profit organisation Radio Infrastructure Site Sharing (hereinafter: 'RISS'), which was created by operators to manage the operational sharing of sites, and facilitates more generally the sharing of this type of infrastructure in Belgium. The healthy competition objective is even more important when new operators enter the market. Thus, the site-sharing regime facilitates the deployment of the new player DIGI-Citymesh,

which continued to develop its own network in 2025. Indeed, the implementation of a national mobile network requires a multiannual deployment horizon, due to the successive planning, installation and optimisation stages.

**Sustainability of the Belgian telecommunications networks.** The telecommunications sector plays a key role in the digital society. With the growth of data traffic, it is important to continue to monitor the ecological footprint of fixed and mobile networks. In this regard, transparent and standardised reporting is essential to understand and improve the environmental impact. After the studies published in 2022 and 2023, the BIPT published a [new study](#) in 2025 in which a more qualitative review of operators' sustainability initiatives was carried out and the number of operators involved was expanded. The study reveals that CO<sub>2</sub> emissions from most operators continue to decline due to the use of renewable energy, while electricity consumption has increased as a result of increased electrification and data growth. Waste management is also showing a positive trend. Operators are also taking several initiatives to improve sustainability. Measuring the impact of these initiatives remains a challenge due to the lack of qualitative measures made available by operators.



**Quality of fixed and mobile broadband networks in Belgium.** On 21 October 2025, the BIPT published the third edition of its qualitative study on fixed and mobile broadband networks

in Belgium. This biennial [report](#) complements the price studies which highlight the economic aspect of the telecommunications market. It focuses more specifically on the technical quality

39. Source: [State of the Digital Decade 2025](#)

# 1. Competition and market development

of the networks, and in particular on the coverage. The structure and themes of the 2023 study remain largely unchanged, with one important change, however, namely the extension of the report on mobile networks to 5G.

The new study confirms the conclusions of the previous one: the fixed and mobile network coverage in Belgium is good to very good. The quality of the internet in Belgium is constantly evolving, and more and more people in our country have access to gigabit speeds and a powerful mobile network. However, this progress has not been uniform. It is expected that the situation will improve in the coming years and that by 2030 nearly all Belgian households will be able to have efficient fixed and mobile networks. In the light of operators' deployment plans, optical fibre will play a leading role in the meantime.

## b) Monitoring of the postal service market

[The postal observatory](#) was created to broaden market knowledge and to show the developments in the postal sector by means of diagrams. It represents the postal sector by means of economic data such as market shares, data regarding employment and investments, volumes, revenue, network development... The information

dates back to 2010 and documents the market developments by means of reliable data (see 3.2.1.). [The observatory of the postal activity market 2024](#) was published on 25 November 2025.

## 1.1.2. Telecommunications market analyses and enforcement measures

### a) Market analyses

The purpose of a market analysis in the electronic communications sector is to define the relevant markets and assess if certain operators have significant market power. Upon defining the 'relevant market' the products and services of that market are described and the geographical scope of the market is determined.

Operators with significant market power have an economic power enabling them, to a large extent, to act independently of competitors, customers and consumers on the market concerned. Specific obligations are imposed on these operators. The basic obligation is generally to open the network of these operators to competing operators. This obligation is often accompanied by additional obligations (transparency, non-discrimination, control of wholesale prices).

The BIPT essentially analyses wholesale markets, i.e. markets concerning services that telecommunications operators buy from each other. Wholesale markets are regulated with a view to making retail markets (services intended for consumers and businesses) more competitive.

### Review of the broadband and broadcasting wholesale markets.

One of the BIPT's missions is to regularly review the broadband and broadcasting wholesale markets. The services that are traded in these markets are necessary to enable new entrants to compete with incumbent operators both on the broadband internet access segment and on the segment of bundles, including both internet access and broadcasting services ('multiple play bundles').

Competition is likely to take place either at the infrastructure level (several operators build their own infrastructure) and/or at the service level (several operators use the same infrastructure). On 10 October 2023, the BIPT published a communication clarifying the conditions which any cooperation for the deployment of optical fibre should meet. This communication helped to set the framework for discussions between operators in the north and south of the country. After Proximus (Fiberklaar) and Telenet (Wyre)

in July 2024, Proximus and Orange reached a 'Memorandum of Understanding' in July 2025, planning to share the deployment of optical fibre over an additional part of Wallonia. These cooperation projects are the subject of investigations opened by the Belgian Competition Authority with which the BIPT collaborates closely.

The year 2025 was mainly devoted to supporting the Belgian Competition Authority in the context of these investigations, and in particular to preparing a market test for the commitments proposed by Proximus (Fiberklaar) and Telenet (Wyre) in the north of the country. In this context, the BIPT submitted a series of observations to the Belgian Competition Authority. In parallel, the BIPT continued preparatory work for the review of the market analysis, including a new consumer survey. DIGI Belgium continued in 2025 its own fibre deployment in urban areas, although the scale of this deployment is still quite limited. These developments and their consequences will be closely scrutinised within the framework of the new market analysis. More specifically, if operators reach cooperation agreements that meet the conditions expressed by the BIPT and the Belgian Competition Authority, it will likely no longer be necessary to

# 1. Competition and market development

regulate the wholesale broadband markets, at least in the area concerned by the cooperation.

**Review of the wholesale dedicated capacity market analysis.** In 2025, the BIPT continued preparatory work for the revision of the wholesale dedicated capacity market analysis (market 2 of the European Recommendation on relevant markets of 18 December 2020). This market is primarily focused on connectivity for non-residential users, who have higher quality requirements, which cannot be met by using standard broadband products. The process of coherent collection of geographical data from the operators concerned was thus completed and finalised, as well as the processing of qualitative and quantitative exploratory questionnaires, in order to map developments and market shares in this market. Work on this market analysis will continue in 2026.

## b) Inspection and validation of the reference offers

The obligation of transparency consists in requiring SMP operators to publish certain accounting, technical or tariff information. When the regulator imposes this obligation<sup>40</sup>, SMP operators must establish a reference offer which will serve as a basis to offer other operators



access to their infrastructure. This is particularly the case for wholesale access markets. The reference offer describes all the options for access and related services, the conditions for the provision of services, the rights and obligations of the provider and user, all of the

processes and tools that have been introduced, the tariffs for the rental of lines and the services the operator concerned must provide.

In the market analyses mentioned under point a) above, new obligations have been imposed upon

SMP operators. The BIPT monitors the proper and timely implementation of these obligations, including the necessary amendments to the reference offers.

Proposed amendments by operators with significant market power to their reference offers are systematically subject to a pre-consultation with operators purchasing wholesale services from those operators. In 2025, the BIPT examined and approved a number of changes to the reference offers of SMP operators<sup>41</sup> Proximus, Unifiber and Orange.

## c) Rates in line with an efficient operator's costs

The tariff conditions of the reference offers encompass two major categories of tariffs:

- one-time fees cover the specific technical services such as the activation of the service or the installation by a technician;
- monthly rental fees compensate the incumbent for the use of, for instance, the local loop.

The BIPT examines the elaboration of these tariffs and ensures that they reflect the operational and financial reality of an efficient operator.

40. Under Article 59 of the ECA.

41. Operators designated as having significant market power on the relevant market.

# 1. Competition and market development

**Monthly fees for access to the point-to-point FTTH network of Proximus's joint ventures (Fiberklaar and Unifiber) and monthly fees for Ethernet transport within the framework of Proximus's wholesale offers.** The verification of these fees is based on cost models that were subject to consultations in 2023 and 2022 respectively. Due to the analysis of the cooperation project between Proximus and Telenet (which, as described above, may affect the need for regulation), these projects have been postponed.

**Margin squeeze.** The BIPT ensures that operators with significant market power do not apply any margin-squeeze practices. There is a margin squeeze when retail revenues do not sufficiently cover certain costs (wholesale, network and retail costs). In principle, these margin squeeze tests are first carried out on a broad portfolio of products, so that the regulated operator can retain a degree of flexibility in its pricing policy. Portfolio tests can also include individual products. At that level, only costs considered as incremental are taken into account. This test was carried out in 2025 and the [conclusions](#) were also published at the end of the year. The BIPT could not find any margin squeeze practice that should have given rise to a

formal notice. In addition to tests on the portfolio and products on the residential and small business markets, the BIPT also conducted a margin-squeeze test on selected individual contracts of Proximus on the large business market in 2025. The results will be published in 2026. In 2026, the BIPT will carry out new margin squeeze tests on a selection of individual contracts on the large business market.

## d) Other measures to foster competition

Fostering competition does not rely solely on measures resulting from market analyses and consequently imposed on operators with significant market power. Other measures imposed on all operators are also aimed at stimulating competition.

**Free choice of network terminal equipment for broadband and TV services.** The BIPT is also responsible for monitoring and enforcing the regulations on terminal equipment, pursuant to Articles 32, 36 and 38 of the ECA. On 26 September 2023, the BIPT adopted a [decision](#) confirming free choice of modem, excluding set-top boxes and business services. Since the entry into force of this decision, the BIPT has been handling complaints from end-users about its application on an ad hoc basis.

## 1.1.3. Digital sector

The Data Act, which entered into force on 12 September 2025, aims to facilitate access to and use of data, so that the full potential of data can be exploited for innovation, economic growth and societal benefits. It is a cross-sectoral regulation that aims to establish fair access to data related to connected products and the services related to them (IoT), specifying who has the right to use these data, under what conditions and on what basis, in a B2C and B2B context. It also aims to facilitate the change of data processing service (cloud service) and promote efficient data interoperability. Finally, the regulation creates a framework in which public sector bodies can request data from businesses (B2G<sup>42</sup>), subject to conditions, on the basis of exceptional need.

The 2025-2029 federal coalition agreement stipulates that the supervisory and coordination powers provided for in the Data Act will be entrusted to the BIPT. In this framework, the BIPT will assume the role of data coordinator.

The BIPT closely follows and actively participates in discussions and work on the implementation of the Data Act in Belgium and at European level.

In 2025, the BIPT contributed, among other things, to discussions and work with the FPS Economy, during which it formulated proposals for the development of a governance framework at national level. The BIPT collaborated on the amendment of legislation for the application of the Data Act. The BIPT also participated in the various workshops and meetings organised by both the European Commission and BEREC. It also participated in the meetings of the European Data Innovation Board (EDIB)<sup>43</sup>, which dealt in particular with the draft recommendation on models of non-binding contractual terms on data access and use (including terms on reasonable compensation and the protection of trade secrets), non-binding standard contractual clauses for cloud computing contracts, the draft guidelines on the calculation of reasonable compensation in the case of business-to-business data sharing, and the digital omnibus regulation proposal.<sup>44</sup>

## 1.2. Scarce resources management

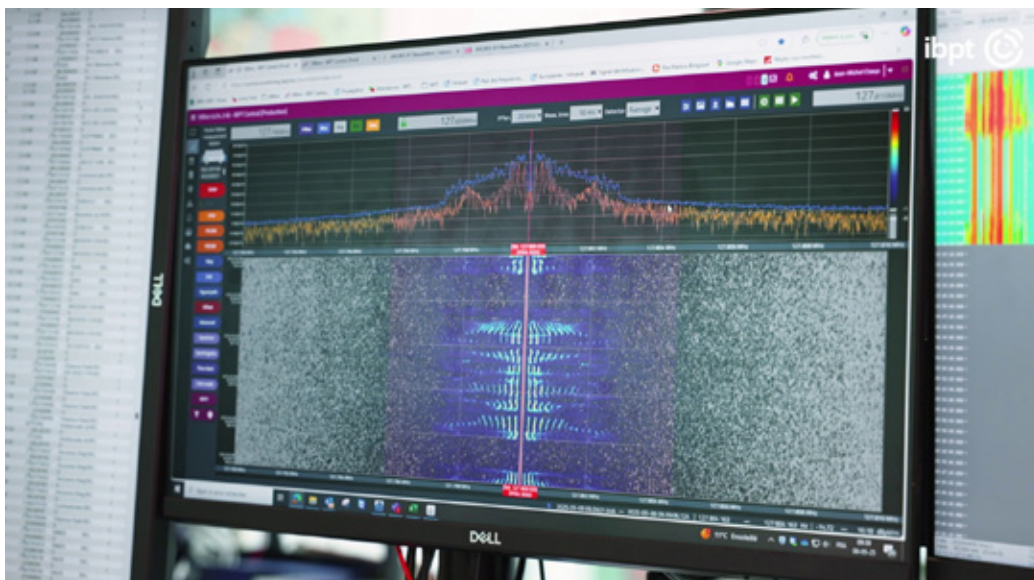
Frequencies and numbers are only available in a limited quantity. An efficient use of these scarce resources is essential to ensure sustainable competition and allow innovation. International coordination is crucial in this area as well.

42. Business to Government (the term 'government' refers to the entire public sector).

43. The EDIB is a committee established by the European Commission as an expert group under Article 29 of Regulation (EU) 2022/868 and in which the competent authorities are represented. This committee is responsible for assisting the European Commission in coordinating national practices and policies related to the Data Act. In particular, it works to strengthen technical standardisation, interoperability and cooperation between competent authorities for the implementation and enforcement of the Data Act. It also plays an advisory role in the development of delegated and implementing acts, particularly on the creation of a mechanism for monitoring the costs of switching data processing service providers and the definition of data interoperability requirements, data sharing mechanisms and services and interoperability of common European data spaces (see Article 42 of the Data Act).

44. Proposal for a Regulation of the European Parliament and of the Council amending Regulations (EU) 2016/679, (EU) 2018/1724, (EU) 2018/1725, (EU) 2023/2854 and Directives 2002/58/EC, (EU) 2022/2555 and (EU) 2022/2557 as regards the simplification of the digital legislative framework, and repealing Regulations (EU) 2018/1807, (EU) 2019/1150, (EU) 2022/868, and Directive (EU) 2019/1024 (Digital Omnibus).

# 1. Competition and market development



The BIPT actively takes part in international expert groups striving after the rational use of frequencies and numbers (ITU, RSPG, RSC, CEPT...) in the context of new applications and technologies.

## 1.2.1. Numbering plan management

The BIPT is tasked with managing the national

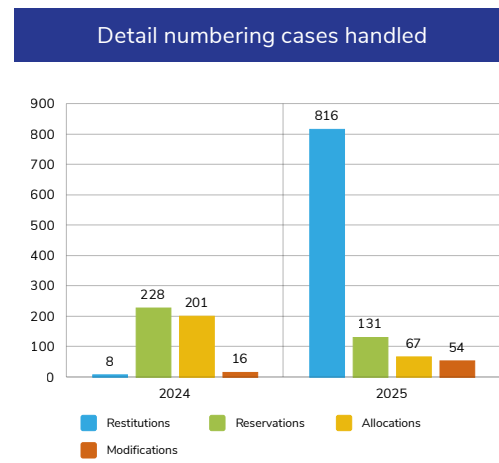
numbering plan and the granting and withdrawal of rights to use those numbers. To that effect, it works together with all the other European regulatory bodies to have the policy approaches regarding numbering in Europe converge as much as possible.

**Effective management.** As the authority managing the numbering plan, the BIPT ensures that this scarce resource is used as efficiently as

possible. Therefore, the numbering plan is regularly adapted to allow for new services and to preserve the numbering space if necessary. A study was conducted on the appropriateness of sub-allocating telephone numbers. In addition, the BIPT has committed to co-chair the WHOIS domain name work axis within ENISA<sup>45</sup> in order to publish guidelines on the application of Article 28 of the NIS2 Directive, which imposes strict requirements regarding domain name registration data within the EU. An adaptation of the Article of the ECA **transposing** the aforementioned Article 28 has also been prepared by the BIPT.

In 2025, a cyberattack led to illegal access to certain Orange data used to transfer an Orange number to another operator. In order to reduce the risk of telephone number 'hijacking' in the context of number portability (illegal SIM swapping), a temporary adapted procedure was agreed for porting from the Orange network.

**Operational management.** In 2025, the BIPT processed 1 068 numbering cases. As can be seen in the following chart, restitution requests increased sharply in 2025, due to a return of short SMS numbers by Orange Belgium and Telenet.



## 1.2.2. Optimal use of radio spectrum

The BIPT assigns frequency bands to operators in order to distribute the radio spectrum in an optimal fashion. Operators thus obtain rights of use to provide mobile products to end users.

**Granting rights of use.** After the multi-band auction in 2022, operators continued the deployment of 5G networks in Belgium. In early 2025, with the exception of the 26 GHz band, only one 20 MHz band remained available in the

45. European Union Agency for Cybersecurity.

# 1. Competition and market development

3.6 GHz band (3410-3430 MHz). At the end of 2025, measurement campaigns were organised to monitor compliance with the coverage requirements of mobile operators related to the bands auctioned in 2022.

**2600 MHz band.** At the beginning of 2025, the rights of use of Proximus, Orange, Telenet and Citymesh Air were extended by five years until 2032 by a [decision of the BIPT](#). The first period of 15 years after the start of the rights of use expires in 2027.

**Control of several mobile network KPIs.** After the summer 2025, the BIPT launched a large-scale national measurement campaign (drive tests, tests in shopping centres, on board trains) to monitor essential KPIs such as download speed, dropped calls, quality, etc. This campaign was carried out by an external consultant (MOZARK). The measurement methodology was the subject of detailed consultation with mobile operators prior to the measurements. It will be published in spring 2026.

**26 GHz band.** For the 26 GHz band, no concrete market demand emerged from the 2019 consultation. After the 2022 multi-band auction, which grants legal certainty to operators for the

next 20 years in all important mobile bands, the BIPT organised a new public consultation during the fourth quarter of 2023. It revealed that the 26 GHz ecosystem is not fully developed, but the need for this band is expected to become more important in 2025-2030. In 2025, a consultation was organised regarding two draft Royal Decrees. A first draft provided for an auctioning of a part of this band for the provision of public services, while a second one extended the existing framework to local broadband networks in the band 3800-4200 MHz to 26 GHz. The consultation on these two drafts did not reveal any significant demand from the market. The BIPT decided to consult the market again in 2029, taking into account other bands that are more interesting for operators (e.g. the U6 GHz band) and possible future decisions in this area.

**Fourth mobile operator.** The fourth mobile operator (DIGI), which acquired spectrum in the 2022 multi-band auction, only became commercially active in December 2024. DIGI entered a national roaming agreement<sup>46</sup> and has been using the network of Proximus during the launch phase of its network. DIGI was expected to achieve 30% population coverage by 1 September 2025. A measurement campaign to verify compliance with this coverage requirement

was launched in September 2025. The results will be available in 2026. DIGI launched its commercial service in 2024 on the basis of a 4G network. In 2025, the service remained mainly limited to 4G. During 2025, DIGI began using its own network. The BIPT expects the geographical development of its own network to continue steadily in 2026.

**Lease of rights of use.** The [BIPT approved](#) the application for the leasing of the rights of use for the frequency blocks 2520-2535/2640-2655 MHz, 703-708/758-763 MHz, 3430-3480 MHz, 890 895/935-940 MHz, 1750-1765/1845-1860 MHz, 1960-1965/2150-2155 MHz, 28332.5 28444.5/29340.5-29452.5 MHz and 75625.0-75875.0/85625.0-85875.0 MHz, by Citymesh Mobile to DIGI. On 24 September 2025, [a decision](#) was also adopted to approve Citymesh Air's application to lease the rights of use of the 2575-2620 MHz frequency block to DIGI.

**Transmitting installation in Belgium's exclusive economic zone in the North Sea.** The Royal Decree of 27 February 2024 regarding the granting of user rights for the establishment and operation of transmitting installations located in Belgium's exclusive economic area in the North Sea (hereinafter, 'the RD') was published in the

Belgian Official Gazette on 21 March 2024 (entered into force on 31 March 2024). In accordance with Article 22 of the ECA, the temporary conditions of the rights of use of North Sea networks previously granted to e-BO Enterprises N.V., Citymesh Integrator N.V. and Telenet N.V. have been brought into line with the provisions of the RD, in particular with regard to spectrum cap, duration and annual fees. For Citymesh Integrator N.V., this was the case via the [Decision of 27 August 2024](#). The [Decision of 12 November 2024](#) regularised the allocation of spectrum in the North Sea for e-BO enterprises N.V. and Telenet Group N.V. And the [BIPT Decision of 4 November 2025](#) granted rights of use for 100 MHz in the 3600 MHz band to e-BO Enterprises in the Belgian exclusive economic zone in the North Sea.

**Emergency and security services.** With the arrival of 5G and the ever-increasing demand for bandwidth, a new approach has been defined. To this end, ASTRID will be able to benefit from national roaming on the networks of public operators. Moreover, ASRID will be able to develop its own network in the 700 MHz band. In 2024, ASTRID initiated negotiations with operators required to offer this national roaming in accordance with the 700 MHz Royal Decree.<sup>47</sup>

46. National roaming is an agreement between mobile network operators within the same country, where one operator enables its subscribers to access services using another operator's network infrastructure.

47. Royal Decree of 28 November 2021 on radio access in the 700 MHz frequency band

# 1. Competition and market development

The BIPT determines the costs in this respect in accordance with Article 14 of that RD. In 2025, the BIPT was asked to intervene and work on these cost calculations was started.

**5G networks in the 3800-4200 MHz band.** The Royal Decree of 4 June 2023 on private broadband radio local area networks enables the BIPT to assign frequencies in the 3800-4200 MHz band to private local area networks using the 4G or 5G technology. Applications for these authorisations remained limited also in 2025. The technical conditions for the use of this frequency band were laid down in the [Decision of 19 December 2023](#). In this context, the European Commission issued to CEPT on 16 December 2021 a mandate ('Mandate to CEPT on technical conditions regarding the shared use of the 3.8-4.2 GHz frequency band for terrestrial wireless broadband systems providing local-area network connectivity in the Union'). The purpose of this mandate is to study the viability of the use of the 3.8-4.2 GHz (3800-4200 MHz) frequency band by terrestrial broadband systems. That mandate led to the adoption of Commission Implementing Decision (EU) 2025/2425 of 2 December 2025 on the harmonisation of the 3800-4200 MHz frequency band for the shared use by terrestrial wireless

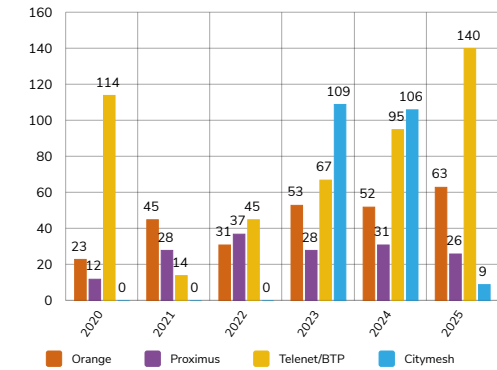


broadband systems capable of providing local-area network connectivity in the Union. The technical conditions of the BIPT Decision of 19 December 2023 will be adapted accordingly. The BIPT launched a consultation on this adaptation in December 2025. It will result in an amended decision in 2026.

**Antenna site sharing.** Operators have to mount their installations on existing supports as much

as possible and make the masts they own available for use by the other operators. This is the reason why, before introducing a request for an urban development permit, an operator has to sound out whether the other operators show interest in site sharing. To this end, it must send a so-called 'Letter of Intent' ('LoI') to the BIPT, which informs other operators and opens a consultation period of 30 days.

Number of Letters of Intent submitted per operator



As shown in this chart, there is an increase in the number of Letters of Intent in 2024, as in 2023, mainly due to the entry of DIGI-Citymesh on the market. Indeed, the fourth mobile operator is actively deploying its network, and sent more than a hundred Lols in 2024 to this end. In 2025, if this new entrant did not issue as many Lols, it should be borne in mind that it was able to respond positively to third-party Lols, which is not reflected in this chart. While Proximus and Orange were relatively stable this year, Telenet stood out in terms of Lols sent.

# 1. Competition and market development

The number of Lols does not say everything about the activities of operators: when one of them wishes to join an already existing antenna site, it does not necessarily send an Lol. If the project does not require the operator to obtain a town planning permit, the latter directly addresses a PSR (Pylon Sharing Request) to the operator who owns the support structure.

The non-profit organisation RISS ensures coordination between the operators involved. This organisation is supervised by the BIPT and supports the implementation of site sharing among operators.

## 1.2.3. Avoid and remedy harmful interferences

The radio spectrum is used as a support for communications: it represents a natural scarce resource which must be rationally and efficiently managed to be usefully operated. The BIPT assigns a part of it to each category of equipment using spectrum in order to limit the risk of interference to a minimum. Should interferences still occur in spite of everything, the BIPT may act as a 'police of the radio waves' to put a stop to any form of harmful interference.

### a) Defining the technical requirements

**Radio equipment.** The BIPT is in charge of issuing [technical provisions](#) for the use of radio equipment.

In this context it has published the following decisions:

- [Decision of 8 May 2025](#) on radio interfaces related to short-range devices;
- [Decision of 21 October 2025](#) on radio interfaces related to short-range devices.

### b) Putting an end to harmful interference

Monitoring actions in the field are carried out by the BIPT's technical teams located in the regional centres of Liège, Anderlecht, Ghent and Antwerp.

To carry out this monitoring, the BIPT uses state-of-the-art equipment. Depending on the type of monitoring, use will be made of portable equipment, a measurement vehicle or the monitoring stations in the BIPT regional technical centres.

The BIPT continued the modernisation of its monitoring resources, both fixed and mobile. Seven fixed monitoring stations have thus been deployed on the territory. In 2025, the station

installed in Zeebrugge provided good monitoring of the maritime spectrum and those in Anderlecht, Liège, Antwerp, Ghent, Ophain and Peutie provided constant monitoring of the spectrum in general. Interconnected and usable remotely, they offer a better visualisation of the spectral occupancy, and enable to record the spectrum for several days, to detect undesirable transmissions and to carry out an initial localisation of the transmission zone.

In addition, the three new 'Remote Mariphone' stations installed in Antwerp, Ghent and Zeebrugge in 2024 contribute to the rapid resolution of unwanted communications on maritime channels without requiring the BIPT employees to move. In this way, the coast, the Western Scheldt and the ports of Ghent and Antwerp are closely monitored. Failures are now resolved by one person within an hour.

**Preventive monitoring.** The BIPT systematically and by way of prevention monitors the private radio communications networks when a new licence is issued (permanently or temporarily) or when the structure of an existing network is modified. In this context, it is verified whether the characteristics of the network installed correspond to what is specified on the licence

(see Chapter 3, title 1.4.1). The objective is twofold: avoid interference and ensure that the network operator receives a correct invoice.

In 2025, 878 inspections were carried out, versus 630 in 2024.

In order to be able to take measures immediately when the radio legislation is infringed, the BIPT technicians have the power to act as investigating officers. In 2025, 82 official reports were drafted in the context of spectrum monitoring and 12 interfering transmitters were seized.

**Monitoring during major events.** The BIPT ensures that the networks used are licensed and that the licensing terms are complied with. This guarantees an immediate solution should interferences arise. In 2025, the BIPT inspected 25 major events.<sup>48</sup>

48. Football match RUSG – SC Braga, Cavalcade de Herve, Festival Mons en Lumière, Interclubs Juniors at the Royal Bercuit Golf Club of Grez-Doiceau, Pennenzakkenrock (festival), F1 Grand Prix of Francorchamps, Tomorrowland, Les Nuits du Botanique, 24h 2cv (Francorchamps), Concert Vitaa (Dome de Charleroi), Mons water Grand Prix, Superprestige Cycle Cross in Park Terlaemen, etc.

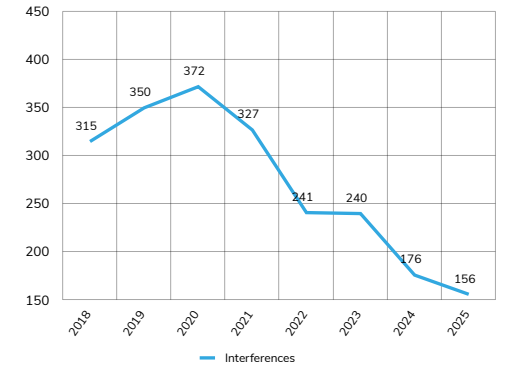
# 1. Competition and market development

**Resolving interferences.** Governed from its headquarters in Brussels, the BIPT has four regional centres resolving interferences across the entire country. The total number of interference cases in 2025 amounted to 156 versus 176 in 2024. The reduction in the number of interference cases observed in recent years is explained both by the implementation of preventive checks and by the adoption of more efficient digital technologies. Prevention also involves strengthening on-site checks, which helps to limit subsequent disruptions. The BIPT has also received fewer and fewer reports of ‘interferences’ from operators, thanks to its information campaign on repeaters, among others. This has had the effect of reducing the number of repeaters, thus generating a reduction in interferences.

The victims and sources of interference are divided as follows:

Source \ Victims	Not identified yet	Aeronautical	Broadcasting	Defence systems	Fixed connections	Land mobile	Maritime	Meteorology	Radio astronomy	Satellite systems (civil)	Short-range devices	Non-radio	Other	Vanished	Unknown	Total
Not identified yet											1					1
Aeronautical		2	2							1				2		7
Broadcasting												1		4		5
Defence systems																0
Fixed connections					1											1
Land mobile						25					1	9	1	5	5	46
Maritime						1	16							3	5	25
Meteorology					4									1	1	6
Short-range devices	2		3			2					19	4	1	12	4	47
Radio astronomy														1		1
Satellite systems (civil)																0
Non-radio												4				4
Other			1									3	1	3	4	12
Vanished														1		1
<b>Total</b>	<b>2</b>	<b>2</b>	<b>6</b>	<b>0</b>	<b>5</b>	<b>28</b>	<b>16</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>21</b>	<b>23</b>	<b>3</b>	<b>32</b>	<b>19</b>	<b>156</b>

Evolution of interferences



Over 30% (47) of interference victims belong to the ‘Short Range Devices’ category; 29.5% (46) belong to the ‘Land mobile’ category<sup>49</sup>, within which a large majority of the interferences (54%) are caused by the use of repeaters active in the frequency bands used by mobile operators. As a reminder, this type of repeaters may only be used by mobile operators, or with their authorisation. Interferences on maritime and aeronautical services account for 6% and 4.49% of total interferences, respectively.

49. Including among others the networks of mobile operators, trunk networks and PMR devices.

# 1. Competition and market development



## 1.3. Promotion of VHCN connectivity

Promoting connectivity and access to very high capacity networks is one of the BIPT's goals. It is becoming increasingly evident that connectivity to efficient fixed and mobile networks is a driving force of social and economic life. The BIPT's objective in terms of connectivity, i.e. the generalisation of access to very high capacity networks, and the uptake of such networks, for all Belgian citizens and undertakings, was set in accordance with the European Electronic Communications Code.

**Connectivity Toolbox Recommendation.** Taking into account the implementation of the EU Recommendation of 18 September 2020 (Connectivity Toolbox Recommendation) and Decision (EU) 2022/2481 (Digital Decade Policy Programme 2030), Belgium aims to cover all populated areas with next-generation wireless networks with performance at least equivalent to 5G by 2030. One of the challenges operators face is the realisation of 5G SA (standalone) networks. However, the regulatory framework is technologically neutral and contains no concrete obligation to provide gigabit speeds on mobile networks. In this respect, the BIPT relies mainly

# 1. Competition and market development

on competition between operators and also relies on the social responsibility of market players who benefit from digital transformation.

**Gigabit Infrastructure Act (GIA).** The GIA<sup>50</sup> was adopted on 29 April 2024. The aim of this European regulation is to encourage the deployment of VHCNs (Very High Capacity Networks), using measures that have a positive influence on deployment speed or reduce deployment costs. During 2025, the BIPT continued its efforts to contribute to the implementation and enforcement of the GIA in Belgium: this European regulation affects various federal and regional competences. In addition, Article 10 of the GIA provides that by 12 February 2026 at the latest, all newly constructed buildings and buildings undergoing major renovations must be equipped with a fibre-ready in-building physical infrastructure and in-building fibre wiring, and that all multi-dwelling buildings must also be equipped with an access point. This requirement is intended to prepare buildings for fibre connectivity and thus facilitate and stimulate the deployment of gigabit networks in Europe. As part of the enforcement of this Article, the BIPT worked in 2025 in consultation with the sector on a draft Royal Decree determining the technical specifications

referred to in Article 10(4) of the GIA. This work will be concluded in 2026. In addition, the BIPT participates in the conclusion of a new cooperation agreement between the federal government and the federated entities concerning the settlement of disputes that may result from the enforcement of the GIA, as provided for in Article 13 of the Regulation.

**FTTH deployment in Belgium.** In 2025, the BIPT continued the development of its [Infofibre](#) website; this work will continue in 2026. The [optical fibre map](#), which shows the situation and evolution of FTTH deployment in Belgium, has been systematically updated every quarter. The BIPT also regularly answered questions from various stakeholders (citizens, municipalities, administrations, etc.) and provided explanations on the subject, in addition to the aforementioned websites.

The Act of 21 March 1991 on the reform of certain economic public companies, the monitoring of which is partially entrusted to the BIPT, provides in Article 98, paragraph 2, that operators may not be subject to any tax or fee of any kind whatsoever for their use of the public domain. The BIPT also stresses that, in the context of the massive deployment of optical

fibre currently undertaken by telecommunications operators, the imposition of fees can have a considerable negative impact. In order to achieve the overall connectivity targets for 2030 imposed by the European Commission, it is essential not to impose disproportionate fees that unnecessarily burden the already expensive deployment of fibre networks and which may have a negative impact on the choice to deploy fibre in one location. In the context of the proceedings initiated by a telecommunications operator against the City of Dendermonde before the Council of State concerning the validity of new imposed fee (the BIPT having chosen to act as an intervener), the Council of State decided in its judgement of 24 October 2025 to annul the contested regulation.<sup>51</sup>

**The call for projects of the FPS Economy concerning 5G pilot projects.** The call for projects aimed at drawing the public's attention to the possibilities and advantages of the 5G technology. To that end, the creation of 5G testing environments falling within the competence of federal authorities was supported. This call for projects is part of a wider programme entitled 'Telecom to the next level - Towards sustainable and innovative solutions'. For this call for projects, the BIPT provided

experts who participated in the selection committee to support the FPS Economy.

After a first call for projects in 2022, 20 projects had been selected. A second call for projects in 2023 aimed at distributing the remaining amount of the initial budget, led to 8 projects being selected. Finally, in 2024, a third and final call made it possible to select 10 projects, the execution of which extends until December 2026. The three calls for projects have a total grant budget of €35 million.

The grants awarded fall under the categories 'experimental development' and 'research infrastructure' as defined in Regulation (EU) 651/2014.

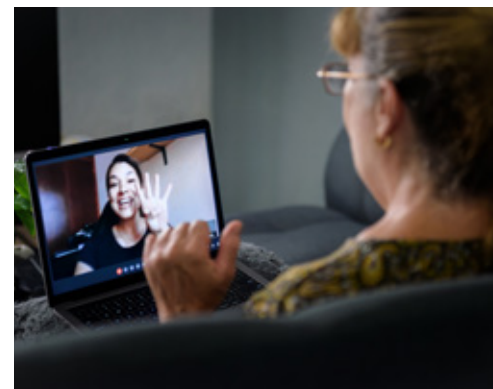
50. Regulation 2014/2024/EU of the European Parliament and the Council of 29 April 2024 on measures to reduce the cost of deploying gigabit electronic communications networks, amending Regulation (EU) 2015/2120 and repealing Directive 2014/61/EU.

51. The Council of State clearly states that a fee must correspond to a concrete service provided to the party liable for payment. In addition, the amount of the fee must be reasonably proportionate to the actual cost of the service provided.



REALISATION OF OUR STRATEGIC OBJECTIVES IN 2025

## 2.2. USERS' INTERESTS



### 2. Users' interests

Protecting the users' interests is an important mission of the BIPT. The need for them to have access to high quality postal and electronic communications services at a competitive price is well established. Ensuring social inclusion remains a key objective. But the BIPT must also ensure that users can access innovative technologies and services available on all networks. To that end, it must face the corresponding challenges, such as the protection of privacy or the conformity of equipment placed on the market.

### 2.1. Price studies

**Telecommunications prices.** In June 2025, the BIPT published a [national benchmarking of mobile services](#) based on the results of the five profiles which were analysed during the second quarter of 2025. A second [study on fixed services and convergent bundles](#), more specifically on the rates applicable in the third quarter of 2025, was published at the end of November.

These studies take demand as a starting point, i.e. the needs that different types of telecoms service users have to satisfy. These were designed to reflect the reality of society by taking account of a wide variety of uses, whether these relate to people for whom keeping costs to a minimum is essential, or to consumers with a larger budget. Furthermore, the rankings show different offer and brand categories, from starter price offers to premium offers.

## 2. Users' interests



Five profiles refer to mobile subscriptions and nine profiles relate to fixed services and convergent bundles.<sup>52</sup> The comparison is based on the monitoring of the minimum expenses that informed consumers must bear to cover their telecoms needs while specifying the different types of solutions offered by the Belgian residential market. The telecommunications

solutions which were taken into account<sup>53</sup> to meet the needs of each profile may include: a standalone service (internet only or mobile), a commercial bundle (2P, 3P or 4P) or a 'mixed' solution (for instance a mobile subscription of an operator coupled with a bundle of the same operator A or of an operator B). For each of these 14 profiles, a ranking lists the cheapest tariff

plans of operators or service providers, allowing at least to meet the specific needs.

This has several objectives: firstly, to provide visibility for all operators active on the Belgian residential market (primary, secondary and alternative brands) and, secondly, to show consumers the possible alternatives to 'turnkey' solutions. These alternatives can be found by using mixed solutions, or by comparing the tariff plans offered by different operators.

Based on its mobile analysis comparing the results of the 2025 edition with the previous edition, the BIPT concluded that the introduction of DIGI's offer at the end of 2024 led to a breakthrough in the mobile market. Secondary brands<sup>54</sup> responded quickly with price and volume adjustments. The main operators (BASE, Orange, Proximus, Telenet and VOO), on the other hand, continued the underlying trend of increasing the volume offered rather than reducing the price of their offers, some of them even applying price increases associated with volume increases. In view of the increases in data volumes applied by operators and the expected adjustments in the coming months, the BIPT has encouraged consumers to adopt a proactive behaviour and to compare the offers

available on the market, for example, using online comparators such as [www.besttariff.be](http://www.besttariff.be).

The BIPT price study on fixed and convergent services (including fixed and mobile services simultaneously) in Belgium showed that despite increasing prices, consumers can still make more or less significant savings on an annual basis by questioning the real usefulness of their needs and by regularly comparing offers on [www.besttariff.be](http://www.besttariff.be). This could represent a significant financial advantage, particularly for users with convergent profiles who have chosen a mixed solution, i.e. a solution combining fixed and mobile telecommunications services from two separate providers in order to reduce the total cost.

The profiles used in the national price comparisons will be reviewed and subject to consultation with the sector in spring 2026.

**The Belgian electronic communications market in an international perspective.** In 2025, the BIPT compared once again the prices of residential telecommunications services in Belgium with those in neighbouring countries (France, Germany, Luxembourg and the Netherlands). The study is based on the prices applicable in October 2025.

52. Convergent bundles are telecommunications products combining fixed and mobile services.

53. All the plans included in the tariff simulator [www.besttariff.be](http://www.besttariff.be) (consumer part) were taken into consideration to meet these different profiles. Add-ons and/or out-of-bundle consumptions were sometimes activated to meet these profiles. Depreciation is calculated over a period of three years. However, promotions were not taken into account.

54. The secondary (mobile) brands of the main operators are Mobile Vikings and Scarlet for Proximus, hey! for Orange and TADAAM for Telenet.

## 2. Users' interests

In 2025, Belgium no longer stands out for its high rates for small mobile plans up to 10 GB. Even for data intensive users (200 GB), the country has become significantly more competitive. This is due to increased competition following the arrival of a fourth operator, as well as the expansion of the offering from secondary brands with subscriptions including more data.

In terms of fixed internet and bundles, it can be concluded, as last year, that Belgium is generally among the most expensive half of neighbouring countries, with the exception of low-need profiles. For the most comprehensive bundles, which are the most popular among Belgian consumers, Belgium is by far the most expensive country.

The difference in dynamics between the mobile market and the fixed bundles market is due to the fact that consumers are more likely to switch suppliers when it comes to standalone (mobile) products than when it comes to bundles. In addition, the mobile market was influenced by the arrival of a fourth operator at the end of 2024. On the fixed market, this effect remains limited for the time being, as DIGI's fixed offer is currently only available in a limited number of municipalities, although this could eventually lead to renewed competition.

### 2.2. Transparency and consumer protection

To ensure that users can really take advantage of a wide range of electronic communications services, and determine which one meets their specific needs and requirements in terms of quality and price, it is crucial to provide them with reliable information. By providing them with several tools, the BIPT ensures that they receive transparent information. The purpose is to ensure a safe environment to maintain user confidence.

**Besttariff.be** This site contains all tariff plans of electronic communications operators active on the Belgian residential market. It compares in an objective manner the tariffs of the offers for mobile and fixed telephony, the internet and bundles. This way, consumers can find the most advantageous tariff plan corresponding to their consumption or needs. The tariff simulator offers a manual and an automated calculation option, whereby the consumption data available in the operator's customer area are automatically fed into the various fields of the tariff simulator. The BIPT constantly checks the accuracy of the data concerning the operators' tariff plans and the algorithms supporting the various features.

The current price simulator could be significantly improved, for end-users and operators (who must enter their tariff plans via a tool before the commercial launch), especially in terms of user-friendliness. As a result, the BIPT is striving to significantly improve the user experience (UX) and User Interface (UI) of the next version of its price simulator.

It was decided to work in two successive phases, starting with the definition of the design. A second phase will then be devoted to the development itself.

In the course of 2026, the design chosen will be included in the specifications which, in the context of a call for tenders, should lead to the development of an updated, more user-friendly and attractive tool.

At the same time, the BIPT is constantly striving to improve the current tariff simulator, both in substance and form. In 2025, a number of improvements were made to the look and feel. The default values of the predefined profiles (low – medium – high) have also been adapted to the current consumption patterns.

**Data portal.** In 2025 the BIPT updated its data

portal [www.bipt-data.be/en](http://www.bipt-data.be/en). It presents data on network coverage and quality of service; this information can be useful to users when choosing an operator. This portal particularly contains detailed maps of the coverage of fixed and mobile networks, statistical indicators enabling the assessment of the quality of mobile network experience, or a table comparing performance of different providers regarding reliability, responsiveness in the event of a problem and customer service efficiency.

The portal includes an 'Atlas' section where visitors can navigate between fixed and mobile maps without having to re-enter their location settings. The BIPT also updated its fixed coverage maps. Information such as the technology through which the service is provided and the maximum download and upload speeds are available to inform users of the connectivity offered to their address. Regarding mobile maps, the BIPT now offers 4G and 5G coverage maps.

This year, the BIPT led once again a campaign to measure the quality of experience on mobile networks. This campaign complements the analysis of the levels of coverage in the atlas. It focuses on user perception regarding the quality of calls, file downloading or website browsing. It

## 2. Users' interests

is an objective comparison of the network quality from the user point of view, based on 21 indicators. This annual 'beauty contest' encourages operators to improve, highlighting the relative strengths and weaknesses of the different networks.

The study measures the experience of consumers using their smartphones inside their homes, alongside main roads, and in urban, semi-urban and rural areas. In addition, tests are also carried out in shopping centres and on the 15 main railway lines in Belgium – making it possible to measure the experience of consumers using their smartphones aboard trains.

In order to collect more statistics on networks, additional coverage measures for Belgian railways, inside and outside trains, have been collected since 2024 on behalf of the BIPT. The measures taken within the framework of this project started in 2024 and will, in the future, also be made available on the data portal.

**Internet speed measurement system.** Contracts that end-users conclude with operators for mobile and fixed Internet services contain information about the advertised performance (such as maximum speed or normally available

speed) that the services must meet. In order to enable users to make better informed choices, the BIPT examined the desirability of setting up an integrated system for measuring the internet speed, based on applications, websites and a defined measurement methodology.

At the end of this analysis, and taking into account the coverage already provided by existing tools on the market as well as the absence of identified market failures, the BIPT Council decided to postpone this project for an indefinite period. However, the BIPT continues to monitor the evolution of practices and user needs, as well as initiatives at European level, in order to reassess this option if necessary.

### 2.3. Postal market

#### Comparisons of postal service points/tariffs.

The BIPT's website [postalpoint.be](https://postalpoint.be) contains an overview of all staffed points, letterboxes and parcel lockers in Belgium. The tool also enables to closely monitor the development of the network. In collaboration with the postal operators subject to the Cross-Border Regulation<sup>55</sup>, the BIPT has developed a method to enhance the European Commission's existing information on tariffs for national and cross-

border postal items and to present it to the consumer. This pricing tool has been integrated into the [postalpoint.be](https://postalpoint.be) website, on which visitors can now choose, in one click, to consult the map showing the postal service points, or to compare the basic European rates for parcels weighing 2 kg. In 2025, more emphasis was also placed (through a specific filter) on basic tariffs for delivery to a postal point (staffed or parcel locker), as this often comes with a reduction and a sustainability advantage.

#### Regulation on cross-border parcel delivery services.

Regulation (EU) 2018/644 of the European Parliament and the Council of 18 April 2018 on cross-border parcel delivery services aims to further support intra-Union e-commerce by increasing transparency in the tariffs for certain cross-border parcel delivery services and their assessment. The BIPT plays an essential role in achieving the objectives of the Regulation: its main task is to obtain from parcel delivery service providers the information set out in the Regulation.

In addition, based on the Regulation, the BIPT analyses the tariffs of the universal service provider (bpost) in order to identify possible unreasonably high tariffs. For 2025, the BIPT

examined postal parcel tariffs. Following this examination, no unreasonably high charges were found. The BIPT was unable to take a position on letter post as bpost did not provide the requested information. According to bpost, the quantities of this type of items would be negligible. In addition, according to bpost, the consumer is systematically directed to cheaper parcel alternatives, if any.

#### Product qualification and analytical accounting.

Whether or not a service falls within the universal service obligations of bpost is a question that matters for, among other things, the calculation of the universal service net cost. The list of products and services of the universal postal service provider has to be submitted for approval by the BIPT each year and per category (universal service, public service or commercial product/service). The BIPT then informs the auditor of the universal service provider of its approval. In 2025, the BIPT conducted an analysis of the listing and classification of the products and services provided by the universal service provider for the year 2024 and of the conformity of bpost's cost accounting system for 2023. The results of these two analyses will be published in the course of 2026.

55. [Regulation \(EU\) 2018/644 of the European Parliament and of the Council of 18 April 2018 on cross-border parcel delivery services.](#)

## 2. Users' interests



### 2.4. Provision of the universal service

**Universal telecommunications service.** In its [Communication](#) of 23 December 2025 regarding the monitoring of the universal telecommunications service in 2025, the BIPT concluded that there is no need at this stage to designate a universal service provider to ensure the availability, quality and affordability of this service as currently defined (i.e. with a minimum speed of 10 Mbps).

Similar to the previous year, this communication includes data on the number of satellite Internet connections in the country. This is in line with the principle of technological neutrality of the universal service, ensuring that all access technologies – whether fixed, mobile or satellite – are considered to ensure an adequate connection (at least 10 Mbps, and at least 30 Mbps from 2027) to the consumer's main residence. This access solution remains an attractive option for improving connectivity in areas where traditional infrastructure is not sufficiently present, thus helping to reduce the digital divide.

The BIPT will continue to closely follow up the development of connectivity in Belgium, review the quality parameters and monitor the

development of fixed service offers as well as alternatives to fixed networks, including their prices.

**Social tariffs.** Since the reform of the social tariffs, the BIPT continues to ensure the management of the old social tariff scheme, in particular by carrying out the annual verification of the cases of the current beneficiaries. The management of this social tariff also involves collaboration with the FPS Economy.

**Net cost for the provision of the universal postal service.** In the event of a request for compensation of the net cost of the universal service, the BIPT verifies the assumptions used in the counterfactual scenario as well as the calculation of the net cost of bpost's universal service obligations, in accordance with Article 23 of the Postal Act of 26 January 2018. Based on the 2018 figures and the method for evaluating intangible and market benefits (developed with the help of consultant WIK consult), the BIPT finalised, with the [Communication of 25 August 2025](#), its prospective economic exercise on the development of a method to verify the net cost of the universal service (comparison of factual and counterfactual scenarios), in the event that

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bpost would have to apply for a State contribution to offset the net costs. Since the entry into force of the Postal Act of 26 January 2018, bpost has not submitted any compensation request for a possible net cost of the universal service.

### 2.5. Follow-up of consumer needs and behaviour

The BIPT's mission to protect the users' interests involves an in-depth and daily updated knowledge of the demand on the markets concerned. It is therefore important that the BIPT closely follows the developments of the consumers' needs and behaviours, by regularly carrying out several studies, surveys and comparisons.

#### 2.5.1. Follow-up on the electronic communications market

**Consumer study.** Since 2012, the BIPT has entrusted an external consultant with the task of carrying out an annual general public survey on the users' perceptions of the functioning of the electronic communications market. This survey, carried out on a representative sample of the population, provides information on the behaviour of users on the market and their

knowledge of the tools made available to them to help them in their choice of services and operators. The study also enables to monitor possible developments at this level, with the aim of measuring the impact of the BIPT's regulatory actions on the attitudes and behaviours of users.

In 2025, the BIPT reformed its questionnaires and its survey method in order to optimise their efficiency and adapt them to market and technological developments. The objective was to be even more oriented toward the feeling of the citizen. A new public tender has been launched for a three-year period. The BIPT mandated Dedicated to carry out this survey, which will be published in 2026.

#### 2.5.2. Follow-up on the postal service market

**Consumer study postal service users.** In accordance with Article 5 of the European Postal Directive and Article 16 of the Belgian Act of 26 January 2018 on postal services, each Member State shall take steps to ensure that universal service provision evolves in response to the technical, economic and social environment and to the real needs of users. As a consequence, the BIPT regularly conducts a study on the needs of

postal service users. In 2025, the BIPT commissioned Ipsos SA to carry out a study using a mixed approach in order to identify in particular the behaviour, perception, preferences and needs of postal service users for the different segments of the Belgian postal market, paying particular attention to vulnerable users. The qualitative part was finalised in 2025 and the quantitative one will be finalised in early 2026. The results of the study are also relevant for the legislator who will further define the universal service in the future.

**Customer satisfaction survey.** The BIPT monitored as every year the measurement of the satisfaction of bpost's customers, on the one hand, and the measurements of bpost's quality, on the other hand. The checks for the calendar year 2024 were carried out in 2025 and will be published on the BIPT website in the first half of 2026.

Apart from the annual monitoring carried out by the BIPT on bpost's customer satisfaction, an audit is also regularly carried out on bpost's customer satisfaction survey. In 2026, an external audit will be carried out on bpost's customer satisfaction survey.

### 2.6. Safe radio equipment and

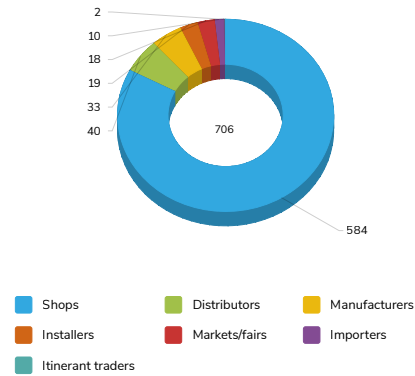
#### telecommunications terminal equipment

All equipment capable of broadcasting or receiving through radio waves is subject to the **Radio Equipment Directive or 'RED'**. This directive ensures that the equipment complies with the essential health and safety requirements and does not cause harmful interference. In order to improve compliance of radio equipment placed on the Belgian market, the BIPT performs regular inspections of Belgian and foreign economic operators. It also carries out border controls on imported products in collaboration with customs.

In 2025, 706 points of sales were inspected based on various distribution channels, as shown in the following chart:

## 2. Users' interests

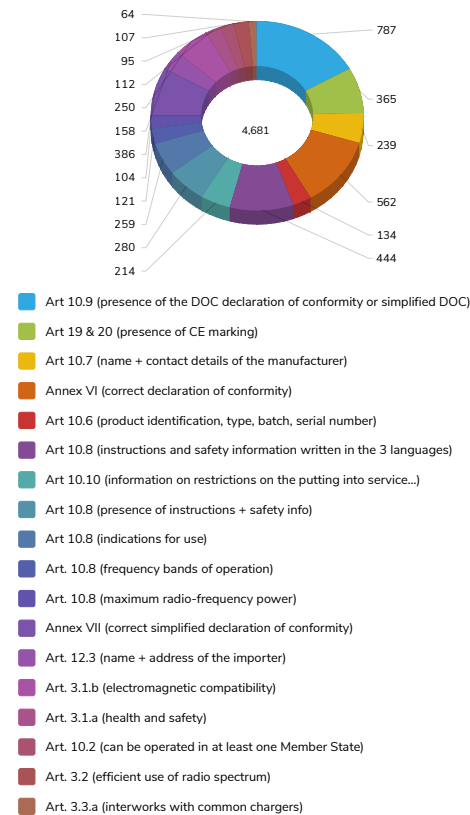
Distribution of the inspections by the EquiTel Department in 2025



A total of 1,339 devices were controlled in points of sale. Among them, 465 were compliant with the RED and 861 were not.

The following chart shows the main reasons for the lack of compliance.

Reasons for the lack of compliance of equipment checked in 2025



The BIPT has employees with the investigating officer status who, under the authority of the public prosecutor, can perform various investigative actions as well as searches. In this context, goods may be seized. In 2025, these actions resulted in 445 reports, for a total of 2,692 products seized.<sup>56</sup>

In cooperation with the customs authorities, the BIPT also checks radio equipment at border entry points. The BIPT was asked to check 1,287 containers/pallets cases and 18 parcels for private individuals in 2025.

These devices inspected on containers/pallets were sent by plane, and a smaller number by boat. A total of 279,443 items were inspected, among which:

- The goods of 226 cases could be released (i.e. 65,486 items);
- The goods of 1,061 cases (i.e. 82% of the container/pallet cases) had to be blocked because they were not compliant.<sup>57</sup> This represented 213,022 items.

Of the 18 parcels intended for private individuals and intercepted, 9 were seized.

<sup>56</sup>. Most of the products seized were Bluetooth earbuds (30%), followed by Bluetooth amplifiers, smartphones, computers and wireless headphones.

<sup>57</sup>. There was a serious risk in 6 cases (872 items), resulting in the destruction of goods from 4 cases (870 items). An adaptation was possible for 118 cases (48,418 items), but impossible for 229 cases (71,446 items). Goods from 231 cases were re-exported (71,462 items).



REALISATION OF OUR STRATEGIC OBJECTIVES IN 2025

## 2.3. SECURITY OF DIGITAL INFRASTRUCTURE



### 3. Security of digital infrastructure

Digital transformation is accelerating and becoming a central pillar of the functioning of our society. While digitisation and virtualisation offer new opportunities, they also bring with them increasing complexity and new security challenges. It is therefore essential to ensure the resilience of digital infrastructures, whether it be networks, essential digital services or connected devices, which play an increasingly critical role in our daily lives. The reliability of electronic communications services must be guaranteed for users, including in terms of privacy. Our organisation also verifies the reliability of the information provided by the operators to users.

#### 3.1. Electronic communications

Telecommunications networks are of crucial importance for public security and, as national critical infrastructure, require a high level of security.

**Mobile network security.** The BIPT followed up on applications for ministerial authorisations in the framework of the provision of a 5G network and issued the necessary opinions for decision-making by the competent ministers.



**Risk analysis.** Operators were asked to provide their risk analyses.

**Critical infrastructure inspection.** In 2025, the BIPT conducted inspections of critical entities within the framework of the Act on the security and protection of critical infrastructures. The purpose was to analyse the security management of these operators in several domains (different each year): business continuity management, crisis management, and network continuity measures. The results of these inspections are shared with the operators concerned to establish a plan to rectify the failings and improve their infrastructure security. This ongoing security improvement process is monitored by the BIPT.

### 3. Security of digital infrastructure

**Security incidents.** Telecommunications operators inform the BIPT of security incidents with a significant impact on their networks and services.

The BIPT handles security incidents via its duty service which is available 24/7. For major threats or incidents, the BIPT actively collaborates with operators and security services, including the National Crisis Centre (NCCN) and the CCB (Centre for Cybersecurity Belgium).

Regarding major incidents, the BIPT requested additional information from operators to ensure that the necessary measures are taken to avoid this kind of incident to occur again.

Since the entry into force of the NIS2 Act on 18 October 2024, operators have notified the CCB of incidents using the form available on [notif.safeonweb.be/](https://www.safeonweb.be/).

**Combating fraud.** Within the anti-fraud working group, operators and financial institutions share information and experiences on a voluntary basis. Since 2016, the working group has been meeting regularly under the leadership of the BIPT, seeking collaboration at operational level (information sharing concerning types of fraud,

notification of cases of fraud...) and at structural level (legislative and regulatory measures).

Since mid-2025, all major operators have AI-based algorithms to detect and block smishing fraud.<sup>58</sup> In 2025, 33.1 million fraudulent text messages were detected and blocked. Under the supervision of the BIPT, operators exchange information on the fraud patterns they have observed, in order to optimise the algorithms.

The fight against spoofed CLI<sup>59</sup> intensified in 2025. Following specific complaints from financial institutions, an audit of compliance with the rules laid down in the relevant regulations was carried out.

**A draft decision** submitted for consultation from 15 January 2025 to 7 March 2025 also created the possibility for organisations to put on a block list their telephone numbers that are not used for outgoing calls, such as hotlines, and subject to telephone number spoofing. Operators must block all domestic calls that display a CLI corresponding to the phone numbers in this list. The consultation shows that there is limited interest in including telephone numbers on such a list. That is why it has been decided not to set up such a blocking list for now.

A study on network APIs<sup>60</sup> was also launched in collaboration with the sector. These allow real-time sharing of data from an operator's network with, for example, banks, in order to share information for fraud prevention.

Finally, as part of the fight against fraud, the BIPT participated in national and international activities and working groups.

**Operationalisation of the process for subjecting certain members of the operators' staff to security checks.** The Act of 1998 on authorisations and security advices designates the BIPT as the competent administrative authority for the electronic communications sector and for digital infrastructures.

The legislation requires persons who need access to critical infrastructure to undergo a security check by the Federal Police, which issues a security advice. This procedure provides a guarantee of integrity, loyalty and reliability and thus minimises the risks to the security of the digital infrastructure concerned.

Following a legislative amendment in early 2025, the BIPT has the responsibility, on the basis of this security advice, to allow or deny access to

critical infrastructure in the electronic communications and digital infrastructure sector. Such authorisation shall take the form of a decision. In 2025, more than 1,300 cases were processed.

**Risk of electricity shortage.** As every year, the National Crisis Centre (NCCN) requested an update on the risks associated with a possible electricity switch-off. Analyses were carried out to ensure continued accessibility to centres 101 and 112. Given the limited risk of electricity switch-off during the winter of 2025-2026, no measures were imposed on the sector.

58. Smishing is phishing by text message, a form of fraud where the perpetrator tries to obtain information from the victim by means of a text message containing misleading information.

59. Calling Line Identification (CLI) spoofing involves calling citizens by replacing the number that appears on their device with a false phone number or a phone number assigned to another citizen or a company. The aim is to win the callee's trust, in particular by making people believe that the call comes from Belgium.

60. Application programming interface

### 3. Security of digital infrastructure



#### 3.2. Digital sector

Guaranteeing the security of digital infrastructures in Belgium is one of the BIPT's main objectives; it is an integral part of its vision (to ensure a reliable, sustainable and competitive digital environment for everyone). In this context, the BIPT is particularly involved in the regulation and governance of artificial intelligence and actively monitors developments in post-quantum cryptography, in order to anticipate future challenges related to the security of digital infrastructures.

**Artificial intelligence.** The BIPT closely follows discussions and work related to artificial intelligence (AI) at national and European level. It is part of the Belgian interfederal working group on AI, in which the BIPT participates in the drafting of the future law implementing the AI Act. The BIPT also plays an active role in several sub-groups of the IA Board. In 2025, the BIPT organised, in collaboration with UNESCO, a training focused on AI market surveillance for various public authorities that will be involved in the implementation of the AI Act.

**Quantum watch.** Since 2024, the BIPT has been analysing the implications of the transition to

post-quantum cryptography. It also follows the activities of the Quantum working group.

In 2025, an assessment of the transition to post-quantum cryptography was carried out with the main telecommunications operators. The BIPT has also drawn up a roadmap to guide the post-quantum transition in Belgium for the telecommunications sector. A draft proposal from the BIPT setting out requirements and a roadmap for the post-quantum transition in the telecommunications sector was submitted for public [consultation](#) at the end of 2025.



REALISATION OF OUR STRATEGIC OBJECTIVES IN 2025

## 2.4. CONTROL ACTIONS AND SUPPORT



### 4. Control actions and support

Monitoring compliance with the legal provisions applicable in the electronic communications, media, postal and digital markets is also part of the regulator's role. This monitoring is essential to ensure a reliable digital environment for users.

#### 4.1. Electronic communications market

As announced during a workshop organised in April 2024, the sector was informed of the priorities in terms of inspections in favour of consumers. All the consumer protection provisions monitored by the BIPT will be checked for compliance between 2024 and 2026. The first inspections carried out this year concerned the Easy Switch<sup>61</sup> procedure, the refund of prepaid credit in the event of a number transfer, the preparation of inspections on certain obligations to provide information to operators, the waiting time to reach the customer service, and the annual [monitoring](#) of net neutrality<sup>62</sup>.



**Easy Switch.** The Easy Switch procedure facilitates the switching of fixed Internet and/or television provider, as well as the switching of bundle provider: the new operator organises the change of provider, unless the user explicitly indicates that he or she does not wish this.

61. Established by the Royal Decree of 6 September 2016 regarding the migration of fixed line services and bundles in the electronic communications sector ('Easy Switch RD').

62. European Regulation 2015/2120 on network neutrality.

## 4. Control actions and support

The monitoring carried out in 2025 focused primarily on the sending and wording of the two types of notification that receiving operators are required to send to subscribers when they use the Easy Switch procedure<sup>63</sup>. The purpose of these notifications is to prevent double billing, in particular by informing (in a first message) the previous operator ('donor operator') that the Easy Switch request (and therefore the deactivation) has been submitted, and by confirming (in a second message) whether the procedure was successful or not.<sup>64</sup> In practical terms, the BIPT asked 22 operators (at the brand level<sup>65</sup>) to provide it with a sample of each notification type and to explain the actions they take as a receiving operator when a donor operator does not follow up on the deactivation request of its service(s).

Two operators were not subject to comments from the BIPT regarding the notification samples received and the actions taken. As regards the other operators that were ultimately subject to an inspection, the BIPT sent written comments, organised meetings ('support') or took administrative measures with a view to initiating

infringement proceedings. As a result of these measures, the practices and phrasing of the operators were modified and the BIPT was able to establish compliance.

In parallel with this control, the BIPT also processed the remaining aspects of its 2024 Easy Switch control in 2025. Hermes Telecom was thus subject to a penalty payment because it had not responded to part of a request for information made in the context of the Easy Switch control in 2024.<sup>66</sup> The BIPT has also carried out an in-depth investigation into the atypical uses of the control number (following a report from the Office of the Ombudsman), which (following the latest modification of the Easy Switch RD) must be added to the unique identification code of the fixed installation (the 'Easy Switch ID'). The addition of this control number prevents incorrect entries of the Easy Switch ID into the operators' electronic (ordering) systems. In some cases, however, it has proved possible to easily introduce (not so unique) Easy Switch IDs into the systems that did not correspond to any valid Easy Switch ID. The operators audited finally implemented measures<sup>67</sup>

aimed at structurally remedying the anomalies found.

### Waiting time to reach the customer service.

Pursuant to Article 116 of the ECA, operators providing a hotline must answer the caller within 2.5 minutes. In case of failure, customers must be able to leave their contact details and a short message, so that the operator can contact them no later than the next working day.

After a first round of controls carried out in 2024 on all mobile and fixed operators offering a standard tariff plan on the B2C and B2B markets, a second round of controls was carried out in 2025, following a written reminder, among some ten operators who had not appeared to be fully compliant. On that occasion, no further non-compliance with this obligation was found.

**Refund of remaining credit.** The Royal Decree of 30 July 2022 determining the detailed rules for applying the reimbursement of possible remaining credit entered into force on 3 January 2023.<sup>68</sup> This Decree aims to strengthen consumer rights by providing, in particular, that in the event

of the portability of a mobile number to another operator, unused call credit or other assets must be reimbursed to the user, thus avoiding any unjustified financial loss.

In 2025, the BIPT completed a monitoring campaign to ensure the correct implementation of these new provisions. This resulted in a decision of the BIPT Council of 12 August 2025 imposing a €280,000 fine on Lycamobile for not having correctly complied with this legal obligation.<sup>69</sup>

**Most advantageous tariff plan.** In accordance with Article 109 of the ECA, operators are required to inform their subscribers, at least once a year, of the most advantageous tariff plan according to their consumption profile. Article 108, paragraph 6, also provides that operators are required to inform their subscribers of the most advantageous tariff plan, no later than one month before the automatic extension of their fixed-term contract, in accordance with the terms of Article 109 of the ECA.

63. See Article 9, subparagraph 4, of the Easy Switch RD, which entered into force on 1 October 2023.

64. This, whether by informing the subscriber that the donor operator accepts the termination send via the Easy Switch system, or by informing the subscriber of the reason for rejecting the Easy Switch request and the necessary actions when the donor operator is unable to comply with that request.

65. This means that the same legal person has sometimes been asked to provide samples on several occasions, for example because it owns sub-brands or has bought out operators who (currently) continue to operate on the market under a different brand/trade name. This approach is consistent with the public perception and the objectives of the monitoring.

66. For more details, see Annex C 'Report on infringement procedures'.

67. Including the threat of an actual fine.

68. Royal Decree of 30 July 2022 determining the detailed rules for applying the reimbursement of possible remaining credit within the framework of Article 11, § 7, subparagraph 6, and Article 111/2, § 1, subparagraph 5, of the Act of 13 June 2005 on electronic communications.

69. This decision is currently under appeal before the Market Court and a judgement is expected on 11 February 2026. See also Annex D on disputes.

## 4. Control actions and support

To ensure the proper implementation of these articles, the BIPT has prepared a [draft decision](#) specifying the implementing rules. This draft was submitted to a public consultation of the sector from 1 July to 1 September 2025. Some ten contributions were received and examined by the BIPT, which took them into account. During the last quarter of 2025, the BIPT worked actively on the final decision. It will be published in spring 2026.

**Cooperation with the Office of the Ombudsman for Telecommunications.** In 2025, the BIPT received reports from the Ombudsman regarding the application by operators of Article 136 of the ECA. This Article provides that there must be a protocol in place between the operators and the Office of the Ombudsman, and that users must be informed of the options available for referring to the Ombudsman.

At this stage, these inspections have not revealed any major failure or resulted in any specific sanctions. If necessary, the BIPT will take appropriate corrective action in 2026 should there be any developments in this matter.

**Compliance of radio equipment.** The BIPT also checks the conformity of equipment placed on

the market. In 2025, the BIPT continued its product verification activities, including tablets, smartphones and connected headsets, to ensure compliance with radio equipment standards. These standards are set at European level to ensure efficient use of spectrum and to protect consumers' health from the thermal effects of radio waves.

As part of its monitoring activities, the BIPT also checks refurbished smartphones that are sold on the Belgian market. The refurbishing of smartphones that were initially compliant with the RED on the European market is generally not an issue, provided that the refurbishing process does not affect the first compliance of the product. In 2024, European discussions led to an agreement on refurbished smartphones: all Member States now recognise that smartphones imported from outside Europe, which do not comply with the RED, do not become so after refurbishment, and therefore simply cannot be placed on the European market. The refurbishing of smartphones coming from outside the European Union, such as the American or Asian markets, is therefore still subject to restrictions. These devices, which were not subject to verification pursuant to the RED, cannot be placed on the European market, refurbished or

not. Furthermore, most of them do not bear the required CE marking. In 2025, as in previous years, the BIPT was confronted with several cases of non-compliant imported or refurbished products put on the market, leading to the seizure of hundreds of units.

At the request of the European Commission, two campaigns were conducted, including one at Zaventem and Bierset airports. This allowed the control of 400 packages of which 398 were stopped for non-compliance.

In 2025, the BIPT actively participated in the JACOP (Joint Actions on Compliance of Products) programme, a cooperation initiative between the European Union and EFTA (European Free Trade Association) countries aimed at strengthening market surveillance. The focus this year was on the conformity of radio controlled toys, as part of the PSA 6 action.<sup>70</sup>

In this context, the BIPT seized several toy models in order to subject them to in-depth analyses and technical compliance tests in the laboratory. This investigation was aimed at verifying compliance with the essential requirements related to radio equipment. The findings of this pan-European campaign, as well

as the overall results of the tests, will be officially presented by the European Commission in 2026.

At the end of 2025, the IoT test unit of the BIPT conducted a first technical analysis of the cybersecurity of radio equipment connected to the internet and the first inspections on radio equipment that must comply with the new regulation were also carried out.

**Coverage obligations.** Since 1 September 2024, Proximus, Orange Belgium and Telenet Group are required to cover:

- at least 99.5% of the national population, with a downlink speed of at least 5 Mbps (Telenet Group) or 6 Mbps (Proximus and Orange Belgium);
- at least 98% of 15 railway lines with a downlink speed of at least 10 Mbps.

The National Spectrum Monitoring Department (NCS) and the Scarce Resources Strategic Cell led a measurement campaign to verify compliance with these obligations.

**Net neutrality.** The [annual report](#) on the monitoring of net neutrality was published for the ninth time. That report covered the monitoring of compliance with Regulation (EU)

70. The PSA (Priority Surveillance Area) 6 is the sixth priority market surveillance action defined at European level in the JACOP programme.

## 4. Control actions and support

2015/2120 for the period from 1 May 2024 to 30 April 2025. In particular, it reported on the practical implementation (through publications on operators' websites) of the free choice of modem/router/CPE. In addition, particular attention was again given to the application of certain exceptions to the principle of equal treatment of internet traffic, such as the possibility of blocking internet traffic in the event of virus attacks, as well as consultation with the sector and the Community regulators to coordinate the implementation of the blocking of Russian media websites targeted by European sanctions. In accordance with its new strategy to define - in consultation with the Office of the Ombudsman for Telecommunications - the priorities of the inspections carried out by the BIPT regarding the legal provisions relating to the protection of the interests of users, the BIPT has launched an inspection on the four mobile network operators in Belgium to examine how they inform consumers about the level of quality of their services on mobile networks.<sup>71</sup> Finally, it should be mentioned that the BIPT continued to develop the atlas of fixed and mobile coverage and verified its reliability with the help of ad hoc measurements in the field.

Overall, the BIPT considers that there are no

major reasons to worry so far in Belgium in the field of access to an open internet: no cases of unacceptable blocking of services or applications have been observed on the network and, since 1 November 2024, end customers have been able to use their own modem.

**Judicial coordination - Inspections.** The BIPT supervises and monitors compliance by operators with their obligation to collaborate with the authorities, whether judicial or not. The BIPT has ensured that the data of the operators' justice coordination cells is up-to-date in order to ensure reliable and rapid processing of requests for information from (judicial) authorities. The BIPT also intervened in cases where calls to the emergency services did not reach the most appropriate call centre for emergency services, namely the one competent for the geographical area from which the emergency communication originated. Finally, all operators with a number-based service were asked to correctly enter the data of their subscribers in the central database. This number database is consulted by emergency services when they receive a call. Using this database, emergency services can verify the home address and identity of the caller associated with the number making the emergency call based on the

caller's number. If such a number database malfunctions, it jeopardizes the proper functioning of emergency services and seriously hinders their ability to intervene quickly.

### 4.2. Postal market

**Implementation of the Parcel Act (also known as 'SoPlaFi' - short for 'social-level playing field').** Within the framework of the implementation of the Act of 17 December 2023 which aims to improve the working conditions of parcel deliverers, the BIPT is responsible for monitoring the notification and half-yearly reporting process, as well as for drafting the annual report on the implementation of this Act. In its first report of 29 April 2025, the BIPT was unable to establish that the new obligations imposed would have reduced social security fraud in the parcel delivery sector. Through its participation in the working group responsible for simplifying legislation with the other administrations concerned (NSSO, FPS Economy, FPS ELSD<sup>72</sup>), the BIPT has formulated proposals to reduce the administrative burden to an absolute minimum in accordance with the government agreement. These proposals are based on the practical difficulties identified and reported by the sector and on the inadequacy of

these measures to achieve their objective.

**Royal Decree on sustainability indicators.** The Royal Decree of 14 December 2023 on sustainability<sup>73</sup> was published in the Belgian Official Gazette in late 2023. The main postal service providers<sup>74</sup> in the parcel delivery segment are thus required to collect certain information in the context of sustainability. The BIPT had to define a measurement methodology for the first two indicators (average emissions in CO<sub>2</sub> equivalents throughout the chain as well as specifically for the distribution phase).

During the process of developing this methodology, throughout 2024, postal service providers were closely involved, with a final [public consultation](#) (from 22 October to 26 November 2024). The objective pursued by the BIPT was to present a concrete methodology to postal service providers that was at the same time compliant with international standards and reasonable (a minimal 'administrative burden'), but also capable of providing sufficiently precise and comparable results with one another and over time. This methodology was published by the [Decision of 14 January 2025](#). The collection of data related to sustainability indicators was then launched, as well as the audit of this data.

71. The results will be published in the next edition of the annual report on internet neutrality, scheduled for the end of Q2 2026.

72. FPS Employment, Labour and Social Dialogue.

73. Royal Decree of 14 December 2023 amending the Royal Decree of 14 March 2022 on postal services

74. Providers with at least 250 workers in the past year, including subcontractors and temporary workers.

## 4. Control actions and support

The BIPT is also tasked with monitoring compliance with the Act of 26 January 2018 on postal services.

**bpost prices.** The monitoring mission of the BIPT also includes the important task of monitoring bpost's annual tariff increases for small users<sup>75</sup> (postal products intended for private individuals and small professional users who do not have reduced tariffs for bulk products).

As already stated in its [Opinion](#) of 19 October 2017, the BIPT considers that the new price cap formula of the Postal Act, revised in 2018, as set out in the Postal Act, does not allow to ensure effective control of the principle of cost orientation. Volume changes, which are the basis of the price cap formula, are only indirectly linked to costs. It is also questionable whether this formula can adequately check the affordability of tariffs, given the large gap between inflation and the tariff increase applied by bpost since 2018 and the increase requested for 2026.

Regarding the 2026 tariff increases for these services, the BIPT, in its [Decision of 25 November 2025](#), could therefore only take note of bpost's

request for a tariff increase of up to 9% on average (in addition to previous price increases). The request complied with the relevant legal provision, which allows increases of up to 30% on average, without allowing the BIPT to assess the cost orientation separately. This is despite the high margin - with an even more pronounced upward trend over time - for the small user basket ([-25-35]% in 2024).

**Delivery times.** The BIPT also published the [results of the measurements carried out by bpost within the framework of the 6th management contract](#). The audit of bpost measurement systems used to measure the quality of delivery times (for priority domestic items, non-priority domestic items, domestic registered items and domestic single piece postal parcels) was carried out in 2025. The results of this audit were published in a [Communication of 3 October 2025](#).

**Cross-border parcel delivery.** The BIPT must also ensure the implementation of Regulation (EU) 2018/644 of 18 April 2018 on cross-border parcel delivery services. This includes several points of action: on the one hand, the introduction of tariffs by the operators concerned was supervised and verified by the BIPT and, on the

other hand, cross-border statistics were collected. Finally, bpost's considered tariffs were evaluated.

### 4.3. Digital sector

#### 4.3.1. Digital Services Act (DSA)

The Digital Services Act (DSA), in force since 17 February 2024, establishes common rules at European level to ensure a safe and reliable online environment for digital platform users. In Belgium, its application is monitored by four competent authorities, including the BIPT, which is also designated as the Digital Services Coordinator ('DSC') by the cooperation agreement of 3 May 2024. The other competent authorities are the CSA, the VRM and the Medienrat. This agreement establishes the division of tasks and the cooperation arrangements between the four competent authorities. The mission of the BIPT is twofold: to coordinate the implementation of the DSA at national level and to serve as the competent federal authority responsible for enforcing the DSA.

In 2025, the BIPT granted the status of trusted flagger to Child Focus and Unia (the latter has also been granted this status by the CSA and the

Medienrat). Online platforms offering services in the European Union will now have to give priority treatment to reports of illegal content made by Child Focus and Unia within their area of expertise. The designation of trusted flags is an important reinforcement of the DSA implementation ecosystem.

Operationally, there was a significant increase in activity and visibility in 2025. The number of admissible complaints has increased sixfold compared to 2024, reflecting greater awareness among citizens and better accessibility of the DSA framework. This trend went hand in hand with greater parliamentary and media attention, reflecting the greater importance of this regulation to society.

In addition, the BIPT actively participated in the nine meetings of the European Board for Digital Services and 68 meetings within the eight preparatory working groups. Their mission aims at improving and harmonising DSA implementation practices across the Union.

Finally, as the DSC, the BIPT continued to collaborate with various Belgian national authorities, in particular with regard to orders for the removal of content, the provision of

<sup>75</sup> The small user basket includes services that are frequently used by private persons and SMEs and to which single-piece rates apply (prices are not influenced by the number of items deposited or by the postal preparation thereof), namely: domestic standard letter post and standard outgoing cross-border mail weighing 2 kg or less; outgoing domestic and cross-border postal parcels up until 10 kg, registered items and outgoing domestic and cross-border items with declared value.

## 4. Control actions and support

information, consumer protection and the protection of minors online.

In order to ensure effective national coordination, in particular with regard to the follow-up of ongoing dossiers (in real time) and decisions taken, Article 5 of the cooperation agreement between the BIPT, the CSA, the Medienrat and the VRM provides for the establishment of a common information-sharing system.

The first step in this development, which involved defining the internal processes for the various DSA themes, was completed in 2024 and enabled the identification of the functional and operational requirements. In 2025, these processes were refined and translated into IT solutions, which are currently being analysed. In the meantime, a temporary solution has been put in place since 2024 to ensure the secure sharing of information under the DSA with other competent authorities.

For more information on the main tasks carried out in 2025, the BIPT also publishes an annual report presenting its activities and those of the competent authorities within the framework of the DSA.



## 4. Control actions and support

### 4.3.2. Regulation on the transparency and targeting of political advertising ('TTPA Regulation')

The Regulation on transparency and targeting of political advertising ('TTPA Regulation')<sup>76</sup> came into force on 10 October 2025. It creates a European framework for political advertising and aims to enable citizens to exercise their democratic rights with full knowledge of the facts.

Pending the conclusion of a cooperation agreement, the BIPT has been provisionally designated as the national contact point to participate in the work of the network of national contact points at EU level on all aspects of the Regulation. It should be noted in this respect that the provisional designation of the BIPT as the national contact point does not prejudice the final internal division of powers concerning the implementation of the Regulation.

The BIPT also serves as Belgium's representative on the committee responsible for the implementation of the regulation on transparency and targeting of political advertising. In this context, the BIPT participated in the comitology committee<sup>77</sup> on the implementing regulation on

marking and transparency notices.<sup>78</sup>

### 4.3.3. Terrorist Content Online Regulation

The BIPT is one of the Belgian authorities responsible for the implementation of Regulation (EU) 2021/784 of 29 April 2021 on addressing the dissemination of terrorist content online (hereinafter: the 'Terrorist Content Online' or 'TCO' Regulation). The other competent Belgian authority is the Federal Prosecutor's Office.

The TCO Regulation lays down harmonised rules at EU level to ensure that hosting service providers, which make user content available to the public, address the misuse of their services for the dissemination to the public of terrorist content.

The Federal Prosecutor's Office is responsible for issuing orders against hosting service providers to remove terrorist content or disable access thereto. It may also scrutinise cross-border removal orders issued by the competent authorities of other Member States in order to verify that they do not seriously or manifestly infringe the TCO Regulation or fundamental rights and freedoms.

The BIPT is competent to impose sanctions on a hosting service provider in case of a breach of obligations laid down by the TCO Regulation, such as the removal of terrorist content or the disabling of access thereto, but also other obligations, such as publishing an annual transparency report, informing the person whose content has been blocked or disabled, or reporting to the competent authorities any terrorist content involving an imminent threat to life.

Hosting service providers designated by the BIPT as 'exposed to terrorist content' also have additional obligations. When a hosting service provider is designated as such, it is required to take specific measures to protect its services against the dissemination of terrorist content. The BIPT is then responsible for supervising the implementation of these specific measures by the hosting service provider.

If a hosting service provider fails to meet its obligations, the BIPT may impose a financial penalty (penalty payment, fine) of up to 4% of its global turnover.

In order to implement the TCO Regulation in the most efficient way possible, the BIPT is closely cooperating at national level, with the Federal

Prosecutor's Office and the Federal Police, and at European level, with the competent authorities of the other Member States, the European Commission and Europol (which makes available the PERCI platform facilitating exchanges between competent authorities and hosting service providers within the framework of the TCO Regulation).

Regarding 2025, the BIPT has been informed of 212 cross-border orders relating entirely to content provided through the hosting services of Telegram Messenger Inc. (hereinafter: 'Telegram'), a provider established in the British Virgin Islands having appointed its legal representative for the European Union for the purposes of the TCO Regulation in Brussels. The BIPT actively monitors compliance with the obligations laid down in the TCO Regulation, in particular in the form of requests for information and meetings.

Given the significant number of Telegram users and the number of orders issued against it, the BIPT continues, in 2025, to assess thoroughly Telegram's compliance with the obligations laid down in the TCO Regulation. This assessment may, if necessary, lead to a decision to impose a penalty.

<sup>76</sup> Regulation (EU) 2024/900 of the European Parliament and of the Council of 13 March 2024 on the transparency and targeting of political advertising.

<sup>77</sup> The EU legislation sometimes allows the Commission to adopt implementing acts, which define the conditions for ensuring uniform application of a given legislative act. Comitology refers to a series of procedures, including meetings of representative committees that allow EU countries to have a right of scrutiny over implementing acts.

<sup>78</sup> Commission Implementing Regulation (EU) 2025/1410 of 9 July 2025 on the format, template and technical specifications of the labels and transparency notices of political advertisements in accordance with Articles 11 and 12 of Regulation (EU) 2024/900 of the European Parliament and of the Council.

## 4. Control actions and support

In order to ensure uniform application of this European regulation, the BIPT regularly consults with the competent authorities of the other Member States and participates in the relevant workshops organised by the European Commission or financed by the European Union on the subject. More specifically, the BIPT is a member of a sub-group concerning specific rules within the meaning of Article 5 of the TCO Regulation.





REALISATION OF OUR STRATEGIC OBJECTIVES IN 2025

## 2.5. EFFICIENT FUNCTIONING



### 5. Efficient functioning

The BIPT wishes to be an accessible regulator who, as an attractive employer, draws capable personnel. That is why it is pursuing its efforts to create a modern and efficient work environment by taking action regarding digitisation and organisation management. In the context of its activities, the BIPT also takes into account sustainability factors and the impact on its environment.

#### 5.1. Accessible and future-oriented operation

##### 5.1.1. Simplified administrative file handling

Social tariffs. The BIPT is responsible for the annual verification of the granting conditions in order to verify that the beneficiaries of the former regime social tariff still fulfil the conditions allowing them to benefit from the reduction.

The new social tariff regime (social Internet offer), which entered into force on 1 March 2024, is managed by the FPS Economy.

As regards the monitoring of the granting

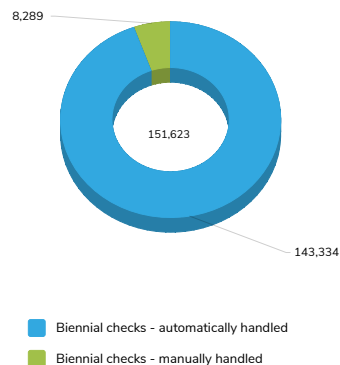


conditions for the former regime, the BIPT uses a beneficiary database called 'STTS', which enables an automated (partial) check of the granting conditions.

For example, in 2025, 151,623 annual checks were processed. This was mostly done automatically.

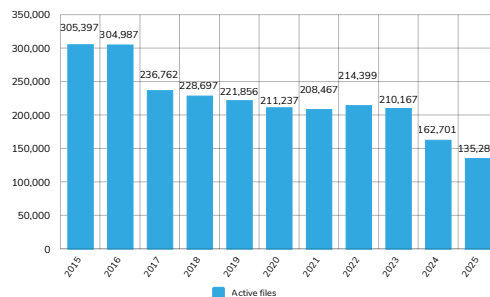
## 5. Efficient functioning

Social tariff files handled in 2025



Since no more applications can be entered for the former social tariff regime as of 1 March 2024, the number of files is bound to decrease.

Active social tariff files in 2025



### 5.1.2. Handling of complaints regarding the functioning of the BIPT

In line with its values, the BIPT takes great care to ensure the quality of its services. As various unforeseen circumstances may nevertheless occur, the BIPT has appointed a complaint manager to analyse any issues that have arisen. He can count on each department to respond to messages received on the dedicated email address ([complaints-handling@bipt.be](mailto:complaints-handling@bipt.be)). Analysing these contacts helps to sort out simple

dissatisfactions and complaints against poor performance by the BIPT, locate the source of gaps, failures or mistakes in the documents, processes or resources deployed, and draw lessons from the editorial, procedural or organisational aspects.

In 2025, the complaint manager handled 15 admissible complaints, over a total of 85 messages received. Compared to the large volume of interactions (emails, letters, telephone calls, visits, etc.) between the BIPT and its 'customers', the number of qualified complaints remains very low. The BIPT and its employees interpret this low figure as a positive indicator of the daily commitment to the quality and satisfaction of their interlocutors.

In 2025, pursuant to a cooperation agreement between the BIPT and the Federal Ombudsman (who may be called upon to examine a case under a cooperation agreement), the Federal Ombudsman transmitted and subsequently closed two complaints.

### 5.2. Competent staff

**Personnel.** At the end of 2025, the BIPT (including the Offices of the Ombudsman) had

257 employees: 241 statutory agents and 16 contractual agents.<sup>79</sup> This figure represents 249.9 full-time equivalents. Among them, 11 staff members (10.5 FTEs) were put at the disposal of the Office of the Ombudsman for the Postal Sector and 18 staff members (17.4 FTEs) were put at the disposal of the Office of the Ombudsman for Telecommunications. Their duty is to assist the ombudsmen in handling complaints of consumers in their respective sector.

In 2025, the BIPT hired 23 new staff members at different levels and with various profiles: two engineers-advisors, five advisors, a technical head of department, six administrative employees and nine technical employees. Internally, two administrative employees were promoted to the level of administrative head of department and one technical employee was promoted to the level of technical head of department.

**Reinforcement of staff.** In 2025, a reinforcement of staff was prepared, including statutory and contractual employees, with a view to broadening the current competences as well as the new missions entrusted to the BIPT. These include the monitoring of online platforms and AI systems, as well as the cybersecurity of digital infrastructures.

79. These staff members are detailed in the Annex B.

## 5. Efficient functioning



**Well-being.** In October 2025, it was decided to carry out an analysis of psychosocial risks among all staff in spring 2026, in collaboration with Cohezio, the BIPT's external prevention service. This will provide an overview of the well-being of staff members and the results will form the basis of a concrete prevention plan.

**Training.** Continuous staff training is an integral part of the BIPT's policy. Training courses are open to all staff members, regardless of their profile and cover all types of skills required for the performance of their duties.

In 2025, the BIPT focused in particular on:

- the evaluation of the 'Language Plan', launched 10 years ago to encourage the learning of the second national language. Since its implementation, the number of staff members with an elementary-level bilingualism certificate has increased from 50 to 126, from about 20% to nearly 50% of the staff. Following this evaluation, the BIPT adapted the possibilities offered for learning the second national language.
- the organisation of 'values' workshops for all staff members. These workshops aimed

## 5. Efficient functioning

to bring the BIPT's values to life on a daily basis and to anchor them permanently within the organisation.

The BIPT continued to give access to the full range of training activities: trainings meeting individual needs, conferences, trainings for specific profiles (including technical, economic, network security, or team management roles), trainings meeting our legal obligations, etc.

The average number of training days attended per full-time equivalent was 2.

It is important to specify that this figure only takes into account actions coordinated at the BIPT level. In addition to these, there are numerous initiatives carried out within the departments, such as in-service mentoring in the context of learning, in-service workshops, free trainings, conferences and webinars, as well as self-learning through reading or online content. The welcoming of newcomers and, more broadly, all informal learning also complement these actions.

The average number of training days per FTE is therefore higher than this figure, which is representative of formal training activities.

**Integrity.** As was the case in the previous years, the 2025 internal operational plan includes a chapter dedicated to awareness-raising of the BIPT staff as regards integrity and the accompanying risks. The implementation of the action points of the 2024-2026 integrity policy was monitored in the first and second half of the year. This included workshops on our values for all employees as well as the establishment and monitoring of the action points resulting from these workshops, the establishment of internal reports on integrity data; making dilemmas questionable; mentioning our values in the swearing-in; asking managers to give positive recognition during assessments for employees who work constructively together, across departments, to achieve our goals and a feedback culture; but also carrying out an internal audit of a number of processes in the Personnel Management department. In addition, staff members are continuously made aware of the attention to be paid to the processing of personal data and information security.





Belgian Institute  
for Postal Services  
and Telecommunications

# CHAPTER 3

## 2025 IN NUMBERS



# 1. Electronic communications

## 1.1. Indicators of the electronic communications market

Each year, by the end of June at the latest, the BIPT publishes the electronic communications sector's statistical report. This part discusses the main trends observed in this sector in 2025.

### 1.1.1. Turnover and investments

In 2025, the electronic communications and TV market<sup>80</sup> recorded net external turnover<sup>81</sup> of €8.22 billion, down 0.2% (retail market and wholesale market combined) compared with 2024.

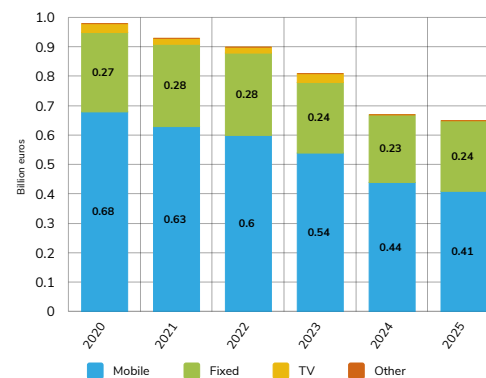
While retail sales remained stable compared to the previous year (€7.56 billion, +0.0%), the evolution varied across the different segments concerned, with a fixed segment up 3.1% and mobile and TV segments down 1.6% and 4.3% respectively.

Breakdown of retail turnover for electronic communications and television



Meanwhile, wholesale market turnover fell by 2.3% to €0.65 billion. This decrease is mainly related to the mobile services segment (€28 million less than in 2024, i.e. -6.5%) mainly due to the decrease in revenues from remuneration that operators charge themselves for terminating a call or a text message on their network. In contrast, wholesale revenues from fixed services increased by 7%, but not enough to fully offset the loss of turnover in the mobile segment.

Breakdown of wholesale turnover for electronic communications and television

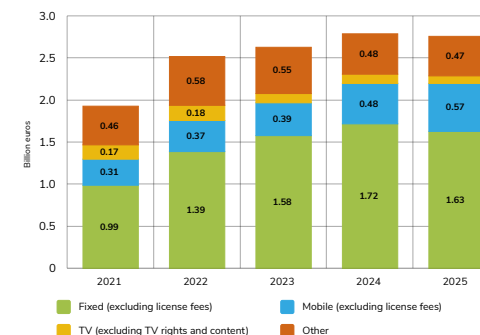


On an annual basis, investments (excluding licence fees and broadcasting rights) in the telecommunications and television sector remained almost stable at €2.76 billion (-0.5%).

After three years of continuous growth, investments in gigabit networks (both over fibre and DOCSIS technology) slowed by nearly 5% in 2025, partly as Proximus completed its fibre roll-out in the country's most densely populated areas. Conversely, investments in the mobile segment, mainly linked to 5G, rose sharply (+20%). For the second consecutive year, the

television segment saw a significant decrease in investment (-20%).

Breakdown of investment in electronic communications



<sup>80</sup>. Based on contributions from Proximus SA (including Scarlet), BT Limited, Colt Telecom, DIGI, Eurofiber, Orange/VOO, Canal+, Lycamobile, Mobile Vikings, Telenet Group Holding (including Wyre) and Verizon. The turnover taken into account is the one generated by the sale of electronic communications services and equipment.

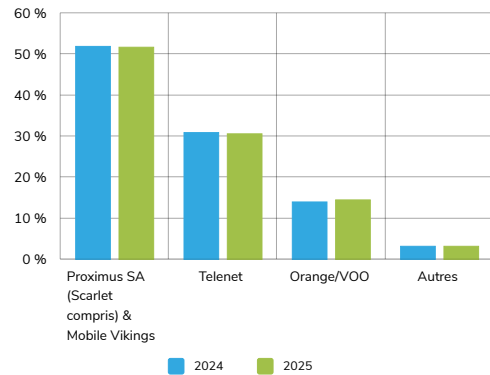
<sup>81</sup>. The concept of external turnover refers to income generated by sales to third parties that are not part of the same enterprise: internal sales within a vertically integrated enterprise and sales between entities within the same enterprise are excluded.

# 1. Electronic communications

## 1.1.2. Market players

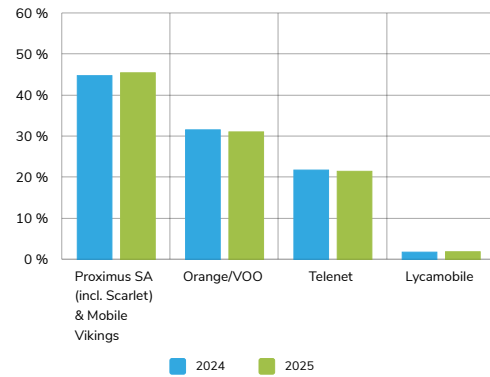
As regards the fixed services segment, the Orange/VOO group continued to grow in terms of market share in 2025 (+ 0.5 points). These market share gains were made both at the expense of the Proximus group (including Scarlet and Mobile Vikings) and the Telenet group (including BASE, Tadaam and Wyre). However, Proximus remains the group with the highest national turnover (over 50% for the fixed services segment), followed by Telenet (over 30%) and Orange (almost 15%).

Market shares in terms of external turnover, retail and wholesale markets - fixed electronic communications



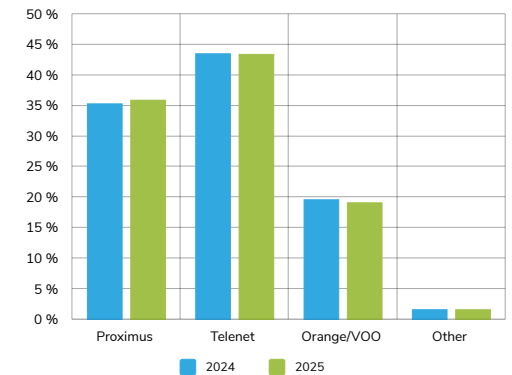
In the mobile segment, the Proximus Group has slightly increased its market share and thus strengthened its leading position (between 40% and 50% market share). Orange/VOO remains the second largest player in this segment (with a market share between 30% and 40%), followed by the Telenet Group (between 20% and 30%). The impact of the new entrant DIGI remains, at this stage, still limited.

Market shares in terms of external turnover, retail and wholesale markets - mobile market



As regards the national television market, all operators are affected by a decline in their turnover, although Orange/VOO has been affected more than its two main competitors; which translates into a slight decline in the market share of this operator, while Proximus's market share increases in the same proportions and Telenet's remains almost stable.

Market shares in terms of external turnover, retail and wholesale markets - television

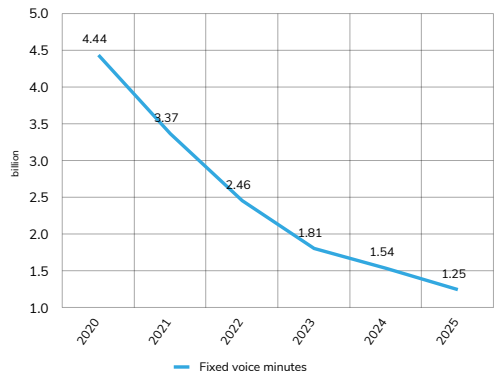


# 1. Electronic communications

## 1.1.3. Fixed services (voice - broadband)

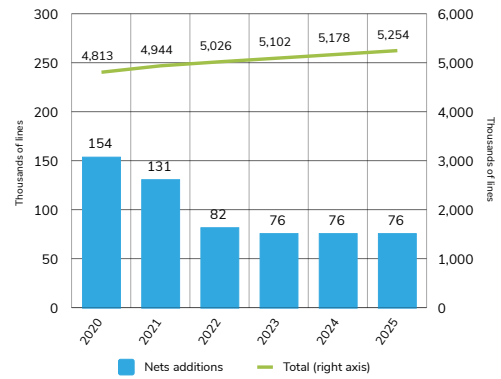
The use of fixed telephony continues to decline steadily. In 2025, the number of fixed telephony network connections dropped by 10.6% to 1.65 million. As a result, the percentage of households with a fixed line fell from 36% to 32%. Calls to fixed lines also fell: the number of minutes in the residential market fell by 19% to 1.25 billion.

Call minutes over fixed networks from 2020 to 2025



In 2025, the number of fixed broadband connections grew further in Belgium, rising by 1.5% to 5.25 million. Compared to 2024, net growth is 76,000 lines on an annual basis.

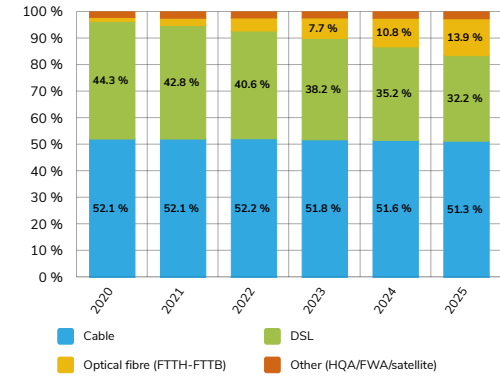
Annual net additions of fixed broadband lines from 2020 to 2025 and number of fixed broadband lines in 2025



At the end of 2025, fibre connections accounted for around 14% (+3.1 percentage points on an annual basis) of all broadband Internet lines sold in Belgium, both for individuals and businesses. By comparison, the share was only 1.5% in 2020. This increase is mainly due to the gradual replacement of DSL lines via copper networks. Copper's share of the total number of fixed

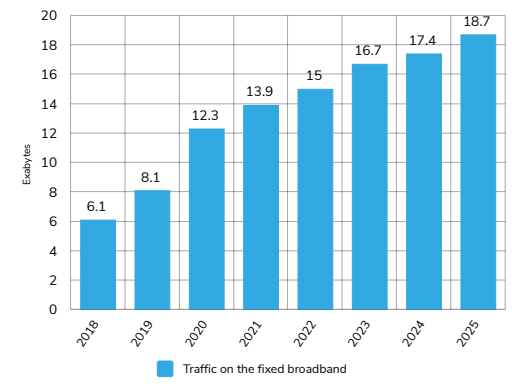
broadband connections decreased from 44.3% to 32.9% over the same period. On the other hand, the share of Internet connections via coaxial lines (cable lines) remained almost stable at around 51-52%.

Fixed broadband lines per technology, from 2020 to 2025



In 2025, fixed broadband traffic increased by 8% to reach 18.7 exabytes. On average, 306 GB were consumed per fixed broadband line per month, i.e. 19 GB more than in 2024.

Fixed broadband traffic in exabytes<sup>82</sup> from 2018 to 2025



## 1.1.4. Mobile services

The number of active SIM cards on the mobile market, excluding M2M cards, reached 12.7 million units, i.e. a 1.0% increase compared to the end of 2024. The number of devices and sensors connected to the internet to exchange data ('Internet of Things', or 'IoT') amounts to 9.2 million.

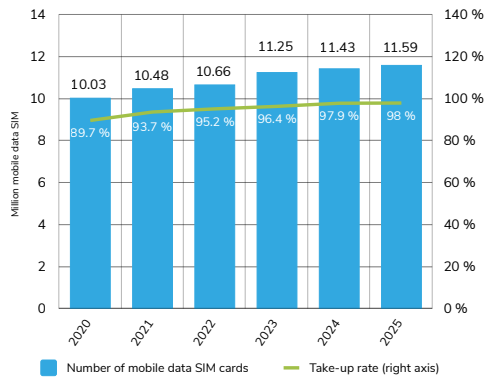
In 2025, there were 98 active data SIM cards per 100 inhabitants in Belgium, i.e. a total of 11.59 million cards (+1.3%). More and more data SIM cards are using 5G connectivity. At the end

82. One exabyte equals 1 billion gigabytes (GB)

# 1. Electronic communications

of 2025, 50% of active data SIM cards generate 5G traffic, up from 40% a year earlier.

**Number of mobile data SIM cards and take-up rate by the population from 2020 to 2025**

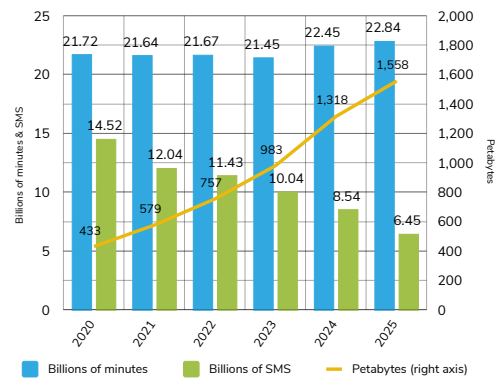


Mobile data traffic continues to grow significantly year over year. In 2025, the volume of mobile data consumed amounted to 1,558 million GB, an increase of 18% compared with the 1,318 million GB consumed in 2024. The average monthly consumption volume per active data SIM card increased from 9.8 to 11.1 GB.

Although mobile data is becoming an increasingly important part of our communication habits, traditional mobile telephony still has its place in everyday use as mobile voice traffic increased by 2% in 2025 for a total of 22.84 billion minutes.

Conversely, the decline in the number of text messages sent continues to accelerate, with a 24% drop in 2025.

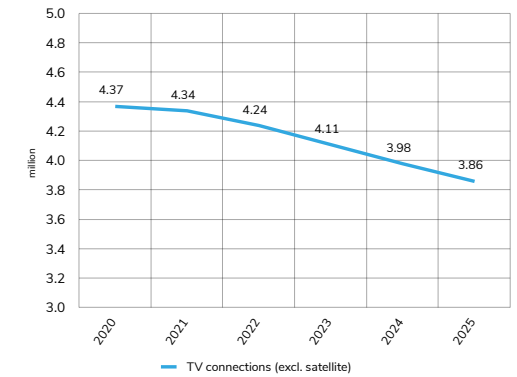
**Evolution of traffic over mobile networks from 2020 to 2025**



## 1.1.5. Television

The decrease in the number of television connections continues at a relatively constant pace (-2.9% in 2025 vs. -3.0% in 2023 and -3.3% in 2024). In total, the number of television connections decreased by 13% compared to 2017, the year when the number of connections was at its highest.

**Evolution of the number of connections from 2020 to 2025**



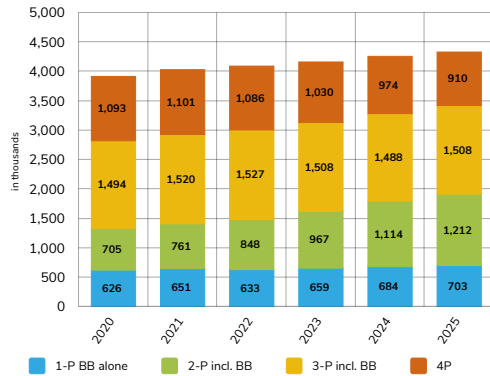
## 1.1.6. Bundles with broadband

In 2025, the number of broadband lines sold to residential customers in combination with several other telecom services (television, fixed telephony and/or mobile service) increased by 54,000 units (+1.5%). This growth was mainly driven by double play services ('2-P'), up sharply from 2024 (+8.8%) and, to a lesser extent, by triple play services ('3-P') (+1.3%). In contrast, quadruple play services ('4-P') see their decline (which started in 2022) continue and even accelerate (-6.6% in 2025, vs. -5.4% in 2024).

# 1. Electronic communications

In addition, broadband lines sold separately from other services continue to grow annually (+2.8%).

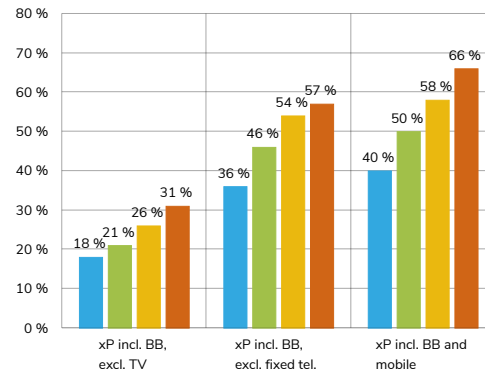
Distribution of residential broadband bundles



The proportion of broadband lines sold without a TV component continues to grow and now exceeds the 30% mark (31%, vs. 18% in 2019). The percentage of broadband lines sold without a fixed telephone component is also up (57% vs. 36% in 2019), as well as that of broadband lines sold with a mobile service ('convergent' bundles), which reached 65% in 2025. The growth of these convergent bundles comes mainly from

'Broadband + Mobile' double play services (+21% in 2025) and, to a lesser extent, 'Broadband + TV + Mobile' triple play services (+10% in 2025).

Combinations of residential broadband bundles



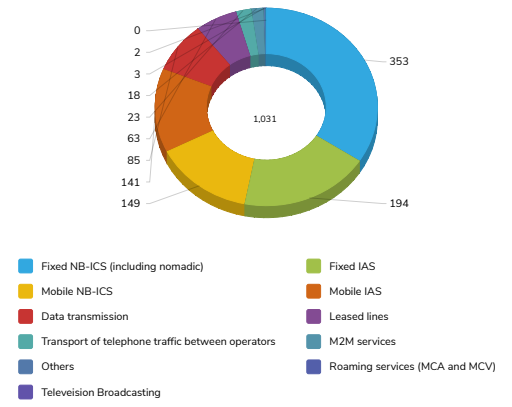
# 1. Electronic communications

## 1.2. Notifications

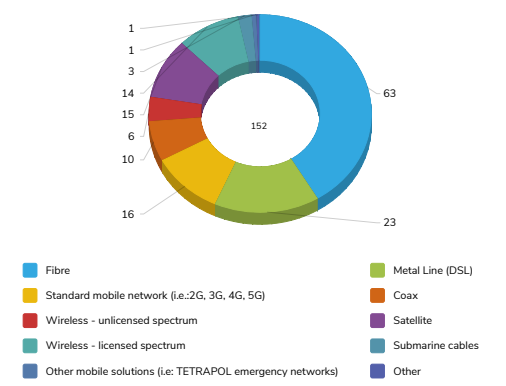
Access to the electronic communications market is free. A newcomer on the market can start its activities following a simple notification to the BIPT. A [vade mecum](#) published on the BIPT website facilitates their entry onto the market.

At the end of 2025, there were 539 operators and their notifications concerned the following services and networks:

Distribution of electronic communications services



Distribution of electronic communications networks



## 1.3. Networks

**Fixed.** In 2025, Orange Belgium continued the legal and organisational integration of VOO: all VOO employees were first transferred to Orange Belgium and, after approval at an extraordinary general assembly, VOO S.A. was dissolved at the beginning of October 2025, ceasing to exist as a legal entity. Concretely, fixed network assets/liabilities have been switched to Orange NetCo (100% Orange Belgium subsidiary), while the other activities (sales, customer service, etc.)

have been taken over by Orange Belgium. VOO continues to operate in the market under the Orange brand.

Operators with a more limited network coverage can use the infrastructure of bigger operators to provide their services to their own customers, both private and non residential. This is 'wholesale' access. Examples are Orange, which uses Wyre's cable to launch its own fixed internet/digital TV tariff plans on the residential market in Flanders and in some municipalities in Brussels where it does not have its own network; while Yoin has access to Proximus' fibre and DSL network to provide fixed communication solutions. The BIPT plays a crucial role in such wholesale access.

**Mobile.** As regards the mobile network operators, Proximus, Telenet Group and Orange have deployed their own networks, and are classified as 'Mobile Network Operators' (MNOs). A new operator is actively developing its new radio access network, DIGI-Citymesh, and is using Proximus for non-covered areas.

MVNOs ('Mobile Virtual Network Operators') are mobile service providers who do not have their own mobile network. The most advanced

MVNOs (known as 'full MVNOs') do have their own fixed network assets, but not their own radio access network. There are also 'light MVNOs' which operate their own customer management and billing system. Examples in this category are Yoin, Mega, and Undo.

## 1.4. Licences, examinations and certificates

The BIPT is responsible for the management and monitoring of the radio spectrum in Belgium. The BIPT assigns frequencies and issues licences for the 'radio users', i.e. the 'operators' who have obtained rights of use for public radio communications, or the required authorisations for private radio communications.

As regards the use of private radio communications stations, the BIPT's activities include the granting of licences and the organisation of examinations.

### 1.4.1. Licence granting

The BIPT issues licences for the use of private radio networks and individual radio stations. Those licences make it possible to verify whether the network is appropriately licensed upon inspection.

# 1. Electronic communications

Licensed radio stations and networks are subdivided into categories, depending on their destination and the manner in which they operate<sup>83</sup>:

- 1<sup>st</sup> category: private mobile radio communications networks, except for those falling under category 3. These include private mobile radio communications networks mostly used for professional ends, for instance by taxi companies, factories, etc. (permanent licence) or at construction sites, events, etc. (temporary licence);
- 2<sup>nd</sup> category: private fixed radio communications networks. These refer to radio links<sup>84</sup>;
- 3<sup>rd</sup> category: mobile radio networks set up by governmental bodies, companies active in transportation by railways and public transport companies, hospitals and bodies for medical or social help for strictly humanitarian and non-profit purposes. This category covers the same use as category 1 licences, only the licence holder has a different capacity;
- 4<sup>th</sup> category: licences for maritime radio stations;
- 5<sup>th</sup> category: private radio stations used by radio amateurs;
- 6<sup>th</sup> category: licences for air navigation radio stations;
- 7<sup>th</sup> category: general holder's licences or individual

holder's licences. These licences have to be obtained in order to keep radio equipment without actually using it. Manufacturers, importers and distributors therefore have a general holder's licence for the radio equipment in question;

- 8<sup>th</sup> category: this category actually regards operators' public radio communications. It refers to networks set up:
  - a) by operators of point-to-point networks or point-to-multipoint networks;
  - b) by operators of shared resource networks. This regards the so-called trunked networks using multiple radio channels, shared with other companies;
- 9<sup>th</sup> category: licences for private radio networks or stations:
  - a) used for trials or testing - such as 5G test licences;
  - b) using devices referred to in Article 33, § 2, of the ECA. In principle, these jammers are prohibited but there are a number of exceptions to the rule, for instance jammers installed in prisons;
  - c) using radars not belonging to other categories, for instance weather radars, speed radars...;
  - d) not belonging to any other category.

In addition, the BIPT also issues licences for the use of satellite stations, for instance for broadcasting vehicles for TV broadcasts through SNG or 'Satellite-News-Gathering'.

Licences issued in 2025 are detailed in Annex E.

## 1.4.2. Examinations to obtain operator certificates to use certain stations

The BIPT usually organises maritime radio and radio amateur examinations each month in Brussels. As the number of candidates was high in 2025 (as it was in 2024), additional sessions were offered to meet this demand. The BIPT also organised examination sessions outside its premises. For the radio amateur examination, sessions were organised at the Euro Space Center in Redu, as part of an internship for young people. Collaboration has also been established with other partners to organise decentralised exams.

The examination for access to the operator certificate for stations on board vessels is necessary for each user of a radio station in the radio maritime frequency bands. Depending on the user, there are 4 types of examinations (and certificates), divided according to the level of

difficulty:

- Restricted radiotelephone operator certificate: the basic certificate allowing the use of a VHF marine radio on the inland waterways and for pleasure sailing at sea;
- SRC ('Short Range Certificate'): for pleasure sailing at sea;
- ROC ('Restricted operating certificate'): mainly intended for professional use for coastal navigation;
- GOC ('Global Operating Certificate'): specially designed for professional use at sea.

For radio amateurs, three types of examinations are organised:

- Examination C: examination for the basic licence. This examination is simple and, when passed, gives access to the use of a limited number of radio amateur bands with limited transmitting power.
- Examination B: the novice examination, which in terms of difficulty is between examination C and A. Passing this examination gives access to the use of most amateur radio bands with medium power.
- Examination A: extensive examination giving access, when passed, to all radio amateur bands with high transmitting power. It is better known as the 'HAREC exam'.

<sup>83</sup>. Subdivision laid down in the Royal Decree of 14 December 2018 amending the annexes to the Royal Decree of 18 December 2009 on private radio communications and user rights for fixed networks and shared resource networks.

<sup>84</sup>. Radio links or radio communications are used instead of a telephone line or fibre to connect two sites.

# 1. Electronic communications

The exams organised in 2025 are detailed in Annex E.

The BIPT also issues radiotelephone operator certificates of aircraft stations to the candidates who passes the examination organised by the Directorate-General Air Transport of the FPS Mobility and Transport.

The certificates issued by the BIPT in 2025 are also detailed in Annex E.



## 2. Postal services

### 2.1. Postal market indicators

In addition to bpost and the five postal licence holders, more than 2,500 companies are also active on the Belgian postal market. To follow the developments on the market, each year the BIPT conducts a survey among the major postal operators. In 2025, the data of 27 companies were processed for the year 2024. Their cumulated turnover amounts to over 90% of the postal sector's total turnover, creating an accurate image of the general trends on the Belgian postal market. All indicators and their evolution can be consulted on the [BIPT website](#). In the second semester of 2026, the data shall be completed with the 2025 figures. A [report](#) was published on 25 November 2025, describing the main trends observed between 2010 and 2024.

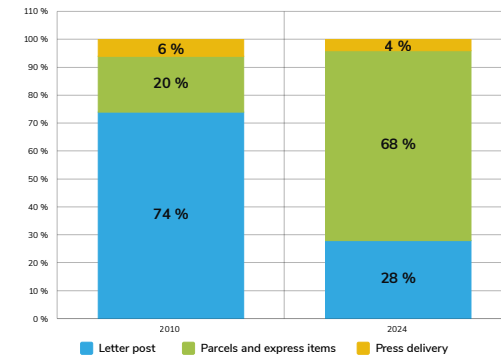
#### 2.1.1. Services

After two years of exceptional double-digit annual growth in turnover (16.3% in 2020 and 10.4% in 2021) and a much quieter year (0.6% in 2022), the postal market picked up again in 2023 (+4.1%) and 2024 (+2.7%). These growth levels are close to those seen at the end of the previous decade. The total revenue from the postal sector amounted thus to €3.724 billion in 2024.

Historically, there are two opposing underlying trends:

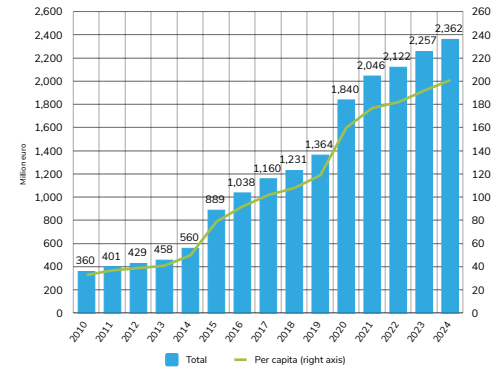
- 1) On the one hand, parcels and express mail are becoming increasingly important in the postal market (in relation to turnover below).

Composition of the postal market



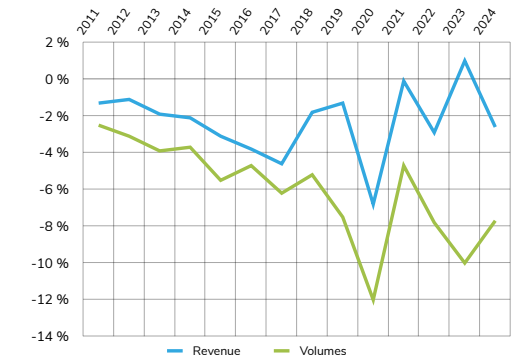
Indeed, the turnover in the parcel segment is constantly increasing, with significant increases on an annual basis, particularly in 2020 (35.0%) and 2021 (11.2%), and more limited in 2022 (3.7%), 2023 (6.4%), and 2024 (4.6%).

Turnover of the parcel segment



- 2) On the other hand, the letter post segment has historically seen an annual decrease in terms of volumes and turnover. Volumes have indeed experienced annual declines of between -4.7% and -12.0% since 2020, while turnover has fluctuated more moderately over the same period (between +1.0% and -6.8%).

Volumes and revenues from Letter post items

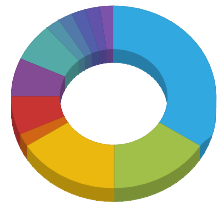


#### 2.1.2. Market players

As shown in the two following charts, bpost is the leader on the parcel and express market (first chart, showing market shares in terms of volumes on the parcel and express segment) but also largely retains its dominant position on the letter post market (second chart, showing market shares in terms of turnover across all postal activities, including letter post).

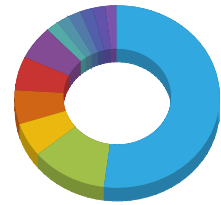
## 2. Postal services

Market share based on the parcel and express volume in 2024



- bpost
- DHL Express
- GLS
- Colis Privé
- UPS
- Post NL
- DHL eCommerce
- Amazon
- DPD
- FedEx
- Mondial Relay
- Others

Market share based on the overall turnover in 2024



- bpost
- DPD
- FedEx
- Colis Privé
- UPS
- DHL Express
- DHL eCommerce
- Amazon
- GLS
- Post NL
- Mondial Relay
- Others



### 2.2. Universal postal service providers

No economic operator may deliver letter post services included in the universal postal service (registered or unregistered mail up to 2 kg) without first obtaining a postal licence from the BIPT.

As at 31 December 2025, seven postal service providers held a postal licence:

- **bpost**, the designated universal service provider, which provides letter post services included in the universal service (including registered items) throughout the national territory;
- **Glejor**, which provides letter post services, including registered mail, in the municipalities of Dilsen-Stokkem and Maaseik;
- **Span Diffusion**, which provides advertising mail services in the 19 municipalities of the Brussels-Capital Region;
- **Net Express** (operating under the trade name 'TBC-Post') which provides postal services included in the universal service (including registered items) throughout the national territory;
- **Postalia Belgium Logistics** (also known as 'EasyPost'), which has an inactive licence;

- **WEELDY** (operating under the trade name 'URBIPOST'), which provides letter post services included in the universal service (excluding registered items) in the municipalities of Saint-Gilles (1060 Brussels) and Forest (1190 Brussels);
- **ViaVelo**, which provides letter post services included in the universal service (excluding registered items) on the West Flanders and East Flanders territories.

### 3. Media

On the territory of the bilingual Brussels-Capital Region, the BIPT is responsible for the regulation of the audio and audiovisual media service providers and video-sharing platforms established thereto, with the exception of providers that broadcast, produce or host programmes or video exclusively in French or Dutch.

The providers of audiovisual media services and video-sharing platform services in the bilingual Brussels-Capital Region have to register with the BIPT for each service they intend to provide.

In 2025, no new service provider was registered. Three audiovisual media service providers have been acknowledged by the BIPT in the bilingual Brussels-Capital Region.<sup>85</sup>



85. Maghreb TV, Canal Maroc 1 and DAZN/Eleven Sports Network.



Belgian Institute  
for postal services  
and telecommunications

# ANNEXES 4



## A. Financial report and annual accounts of the funds

Article 34, subparagraph 3, of the Act on the status of the BIPT stipulates that the annual report should comprise, among other things, a financial report and the annual accounts of the universal service funds for postal services and telecommunications.

The BIPT accounts as well as those of the Office of the Ombudsman for the Postal Sector and the Office of the Ombudsman for Telecommunications are shown below. These are independent bodies, created to handle the complaints from customers against the operators from the sectors in question. The role of the BIPT is limited to making available personnel and providing logistical support for purchases, accounting and budget.

In 2025, no universal service funds were activated.

Accounting of the BIPT - 2025			
REVENUES	EUR	EXPENDITURE	EUR
		<b>Personnel costs</b>	
Repayments	75,111	Payroll	16,548,577
		Allowances, grants and indemnities	6,060,719
Services performed for third parties	13,252	Social security contributions and pensions	11,021,628
		Benefits and employer obligations	929,857
Licence and monitoring fees - private radio communications	19,999,656		
		<b>Operational resources</b>	
		Maintenance work	666,311
Public licence fees	58,875,610	Vehicle maintenance	97,351
		Insurance	125,128
Post	3,819,647	Small technical equipment	205,724
		Expenditure on information processing	1,012,314
AOB	153,843	Work by third parties	3,867,428
		Training	125,631
Refund FPS Economy	1,000,000	Assignments in other countries	103,195
		Telephone - mail - transport	401,492
		Rental (buildings and car parks)	1,314,697
		Egov	893,620
		Taxes	579,329
		Umbrella organisations	1,582,639
		Discounts and losses	115,735
		<b>Investment expenditure</b>	
		Vehicles	155,135
		Office equipment	29,086
		IT equipment	990,556
		Technical equipment	649,860
		Development costs	1,614,291
		<b>Other expenditure</b>	
		Treasury	29,565,583
		CF/RT	456,440
<b>TOTAL</b>	<b>83,937,119</b>	<b>TOTAL</b>	<b>79,112,325</b>

## A. Financial report and annual accounts of the funds

### Accounting of the Office of the Ombudsman for the Postal Sector - 2025

REVENUES	EUR	EXPENDITURE	EUR
		<b>Personnel costs</b>	
Repayments	6,742	Payroll	1,017,176
		Allowances, grants and indemnities	287,909
Services on behalf of third parties (sector contribution)	2,109,520	Social security contributions and pensions	672,960
		Benefits and employer obligations	66,953
		<b>Operational resources</b>	
		Maintenance work	0
		Vehicle maintenance	6,665
		Insurance	5,081
		Expenditure on information processing	51,588
		Work by third parties	43,597
		Training	1,877
		Assignments in other countries	0
		Telephone - mail - transport	17,233
		Rental (buildings and car parks)	0
		Taxes	228
		Umbrella organisations	600
		Discounts and losses	60,239
		Contribution to the Consumer Mediation Service	88,389
		<b>Investment expenditure</b>	
		Vehicles	0
		Office equipment	0
		IT equipment	0
		Technical equipment	0
<b>TOTAL</b>	<b>2,116,262</b>	<b>TOTAL</b>	<b>2,320,495</b>

### Accounting of the Office of the Ombudsman for Telecommunications - 2025

REVENUES	EUR	EXPENDITURE	EUR
		<b>Personnel costs</b>	
Repayments	515	Payroll	1,260,391
		Allowances, grants and indemnities	386,592
Services on behalf of third parties (sector contribution)	2,402,341	Social security contributions and pensions	825,652
		Benefits and employer obligations	86,662
AOB	5,524		
		<b>Operational resources</b>	
		Maintenance work	0
		Vehicle maintenance	6,970
		Insurance	6,545
		Expenditure on information processing	53,093
		Work by third parties	69,940
		Training	1,058
		Assignments in other countries	20
		Telephone - mail - transport	25,406
		Rental (buildings and car parks)	0
		Taxes	1,191
		Umbrella organisations	600
		Contribution to the Consumer Mediation Service	151,523
		<b>Investment expenditure</b>	
		Vehicles	0
		Office equipment	0
		IT equipment	42,510
		Technical equipment	0
<b>TOTAL</b>	<b>2,408,380</b>	<b>TOTAL</b>	<b>2,918,153</b>

## B. BIPT staff on 31 December 2025

BIPT (Regulator + Off. of the Ombudsman)	
Staff members	Full-time equivalents (FTE)
257	249.9
Level A	
102	100.3
Level B	
41	39.8
Level C	
112	107.8
Level D	
2	2

BIPT regulator	
Staff members	Full-time equivalents (FTE)
228	222
Level A	
95	94
Level B	
37	35.8
Level C	
94	90.2
Level D	
2	2

Office of the Ombudsman for the Postal Sector	
Staff members made available	Full-time equivalents (FTE)
11	10.5
Level A	
3	2.5
Level B	
4	4
Level C	
4	4
Level D	
0	0

Office of the Ombudsman for Telecommunications	
Staff members made available	Full-time equivalents (FTE)
18	17.4
Level A	
4	3.8
Level B	
0	0
Level C	
14	13.6
Level D	
0	0



## C. Report on infringement procedures

Article 34, subparagraph 3, of the Act on the status of the BIPT requires that the annual report contains a report on the monitoring referred to in Article 21 as well.

Article 21 of that same Act lays down the different steps of the proceedings that can be initiated by the Council when it suspects a violation of the regulation or decision the compliance with which is monitored by the BIPT.

Over the course of 2025, the BIPT conducted several investigations, a number of which resulted in a sanction.

1. The BIPT has completed a monitoring campaign to ensure the correct implementation of the Royal Decree of 30 July 2022 determining the detailed rules for applying the reimbursement of possible remaining credit under Article 11, § 1, subparagraph 5, and Article 111/2, § 1, subparagraph 5, of the ECA.

This Decree aims to strengthen consumer rights by providing, in particular, that in the event of the portability of a mobile number to another operator, unused call credit or other assets must be reimbursed to the user, thus avoiding any unjustified financial loss.



This monitoring resulted in a decision of the BIPT of 12 August 2025 imposing a €280,000 fine on Lycamobile for not having correctly complied with this legal obligation.<sup>86</sup>

2. The BIPT also imposed a penalty payment via the [Decision of 12 November 2025](#), for the first time since this measure was enshrined in Article 21 of the Act on the Status of the BIPT. More specifically, the decision ordered Hermes Telecom to respond, within a timeframe

set out in the decision, to a remaining part of a request for information made in the context of the verification Easy Switch in 2024, otherwise, a penalty payment of 3% of the daily turnover recorded on the relevant market would be due.<sup>87</sup>

<sup>86</sup>. In a judgement of 11 February 2026, the Market Court ruled that that the BIPT had failed to prove the infringement by Lycamobile and therefore annulled the decision.

<sup>87</sup>. The final amount of the penalty is in this case confidential as the annual accounts for the financial year 2024 have not yet been filed at the National Bank and the BIPT consequently cannot determine whether the turnover declared to the BIPT corresponds to the total turnover of Hermes Telecom in the year 2024 or whether Hermes Telecom still generates a turnover in markets other than the electronic communications market.

## D. Dispute coordination

The BIPT is responsible for the coordination of legal appeals mainly concerning the decisions it has adopted.

The BIPT is also regularly asked to follow disputes involving the Belgian State and concerning telecommunications or postal services. Depending on the procedures, exchanges can also take place between the BIPT and other state, federal or European authorities.

The BIPT followed the following appeals, lodged or continued in 2025.

### Follow-up of the appeals lodged in 2025

1. On 25 March 2025 Deliveroo Belgium lodged an application with the Brussels French-speaking Court of First Instance, requesting interim measures pursuant to Article 19.3 of the Judicial Code.

Deliveroo asked the Court to rule that it could not be regarded as a postal service provider or a parcel delivery service provider within the meaning of Articles 2 and 6/1 of the Postal Act.

Deliveroo also asked the Court to prevent the BIPT from issuing an administrative sanction decision for lack of notification as a last-mile parcel delivery service within the meaning of the Postal Act.

Before the case could be ruled on, Deliveroo withdrew its action, thereby relinquishing its claims, which was accepted by the BIPT.

2. By an appeal lodged before the Market Court on 11 October 2025, Lycamobile seeks annulment of the BIPT Council Decision of 12 August 2025 imposing a €280,000 fine for failing to comply with the Royal Decree of 30 July 2022 determining the detailed rules for applying the reimbursement of possible remaining credit under Article 11, § 7, subparagraph 6, and Article 111/2, § 1, subparagraph 5, of the ECA.

This decision follows a monitoring campaign to ensure the correct implementation of the aforementioned Royal Decree, which aims to strengthen consumer rights by providing, in particular, that in the event of the portability of a mobile number to another operator, unused call credit or other assets must be reimbursed to the user, thus avoiding any

unjustified financial loss.

3. Following an unfavourable security assessment by the Federal Police, the BIPT adopted two decisions on 10 September 2025 denying a natural person access to the critical infrastructures of various operators.

The person concerned appealed this security assessment to the appeal body for security clearances and advisory opinions and filed an application, dated 22 September 2025, with the Council of State for suspension and annulment of the decisions of the BIPT.

By two judgements of 19 November 2025, the Council of State rejected the applications for suspension made, as the appeals failed to demonstrate a case of urgency.

As the appeal body subsequently overturned the unfavourable assessment of the Federal Police, the BIPT replaced its decisions with two new decisions granting the individual in question access to the critical infrastructure of the operators concerned. The appeals for annulment of the BIPT decisions before the Council of State are still pending.

### Follow-up of the appeals for which a judicial decision was issued in 2025

1. By decisions of the BIPT of 14 July 2020, five mobile operators were granted temporary rights of use in the 3600-3800 MHz frequency band.

The GRAPPE association and its partners had lodged an appeal against those decisions before the Market Court, which in a judgement of 14 April 2021 declared those actions inadmissible for lack of standing.

The GRAPPE association and its partners lodged an appeal with the Court of Cassation against this judgement of the Market Court.

This appeal was dismissed by judgement of the Court of Cassation of 6 March 2025, which finally closes these appeals.

2. On 5 September 2023, Lycamobile had brought an action before the Market Court against the decision of the BIPT of 4 July 2023 imposing a €1,385,000 fine for failure to connect to the central number database used by the emergency services.

## D. Dispute coordination



Article 106/2 of the ECA requires all operators providing public telephone services to create a central number database keeping subscriber data, as well as the name of the operator that has the contractual relationship with the subscriber, up to date in a centralised manner. The Royal Decree on the central number database lays down the modalities for implementing Article 106/2 of the ECA and, in particular, Article 3 requires operators providing public telephone services to enter subscriber data updated on a daily basis into the central number database.

The BIPT found that Lycamobile failed to comply with the obligation to connect to the central number database.

In a judgement of 10 April 2024, the Market Court had confirmed the infringement but had partially cancelled the decision of 4 July 2023 insofar as it imposed on Lycamobile a fine for which insufficient reasons were given for determining the amount, and had annulled the disputed decision insofar as it contained a connection order.

On 22 November 2024, the BIPT had appealed before the Court of Cassation against this judgement.

In a judgement of 9 October 2025, the Court of Cassation dismissed the BIPT's appeal, finding that the Market Court had sufficiently justified its decision to reduce the fine in the light of fairness and the particular circumstances of the case. The procedure is thus definitively closed.

3. On 14 June 2024, Fiberklaar had lodged an action for annulment against the decision of the Dendermonde Municipal Council of 16 January 2024 approving the regulation on fees for nuisance caused by works on public utility equipment (other than electricity, gas and drinking water) and infrastructure in the municipal public domain.

The BIPT had intervened voluntarily in this procedure, making some observations supporting the arguments of the applicant.

The opinion of the Auditor's Office of the Council of State recommended that the Council of State annul the municipal regulation, in particular on the grounds that the remuneration was not reasonably proportionate to the actual cost of the service provided by the municipality.

## D. Dispute coordination

In its judgement of 24 October 2025, the Council of State decided to follow the opinion and therefore annulled the contested regulation.

4. On 29 November 2024, Proximus lodged an appeal before the Constitutional Court seeking annulment of Article 62 of the Act of 3 May 2024 pertaining to various provisions regarding the economy.

This Article provides, subject to conditions, for compensation to be granted to the subscriber or end-user in the event of a complete interruption of more than eight hours in the provision of a publicly available electronic communications service.

On 11 December 2025, the Constitutional Court delivered a judgement rejecting the appeal in its entirety, thus confirming a policy of enhanced consumer protection in the field of electronic communications.

### Complaints about infrastructure deployment

An operator has the right to use, among other things, the façades along a public road to deploy its network. However, before carrying out such

work on private property, an operator must first seek an agreement with the owner concerned.

Citizens can file a complaint with the BIPT in this regard. As a first step, the BIPT will examine whether an informal solution can be found. If this is not possible, a formal procedure may be initiated under which the operator concerned informs the owner by registered mail of the planned work. The owner then has 8 days to lodge a reasoned objection with the BIPT.

In 2025, the BIPT received 162 complaints; however, no formal procedure was initiated. The complaints reached a favourable conclusion informally. In most cases, the operator concerned attempted to reach an agreement with the complainant concerned on the installation/re-installation of the equipment in question or additional explanations were provided on the proposed installation method.

### Disputes concerning related rights granted to press publishers

Since August 2022, the BIPT has been empowered to settle certain disputes concerning related rights for press publications.

On 20 November 2024, the BIPT received an application to this effect from several press publishers for a binding decision on the remuneration due for the online exploitation of their press publications by information service providers. This application was declared partially admissible by a decision of 10 December 2024.

The case raises many new issues and is currently under way.

## E. Licences, examinations and certificates issued in 2025

### Granting of private licences

In 2025, the number of active private licences remained high. The figures show a continued increase in the number of permanent licences in different categories, while the number of temporary licences has decreased slightly overall.

Category 1 remains the main category. The number of permanent licences increased to 2,607, while the number of temporary licences decreased slightly to 1,928. There is also an increase in Category 2 and satellite licences, with 165 permanent licences and 25 temporary licences.

Category 3 recorded a decrease in the number of permanent licences to 403 and a slight decrease in the number of temporary licences to 29. For Categories 4 and 6, the number of licences remains limited and relatively stable, with 92 and 88 permanent licences respectively and a small number of temporary licences.

Category 7 shows a further increase in the number of permanent licences to 462.

Regarding Category 8, there is a clear change. In Category 8A, the number of permanent licences

increased to 44<sup>88</sup> and the number of temporary licences to 8. In contrast, in Category 8B, the number of permanent licences decreased to 1, while there were 18 temporary licences.

Category 9 mainly shows an increase in the number of temporary licences. Category 9A has 25 permanent licences and 100 temporary licences, while for Category 9B the number of temporary licences remains limited to 4. In Category 9C, the number of permanent licences increased to 20 and the number of temporary licences to 11.

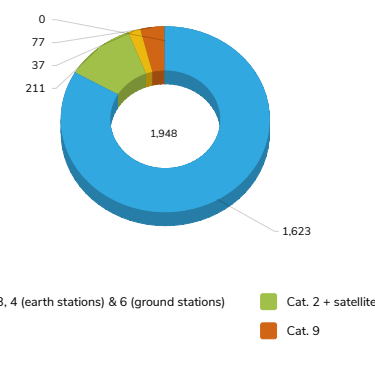
The table below details the authorisations active in 2025 :

	Permanent licences	Temporary licences
Category 1	2,607	1,928
Category 2 + satellite	165	25
Category 3	403	29
Category 4	92	3
Category 6	88	6
Category 7	462	0
Category 8A	44	8
Category 8B	1	18
Category 9A	25	100
Category 9B	0	4
Category 9C	20	11



In 2025, 1,948 new licences were issued, 5,590 were adapted and 492 were cancelled. This amounts to a total of 8,030 files handled in 2025.

Licences issued in 2025

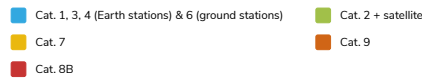
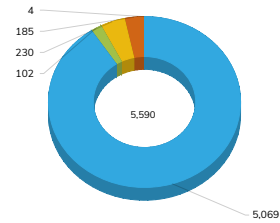


The chart 'Licences issued in 2025' gives an overview of the changes made in previously granted licences. The adaptations are diverse, e.g. adding/removing radio stations or frequencies, changes in addresses, changes in the contact person's details, etc.

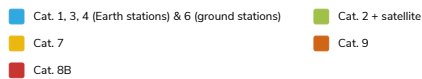
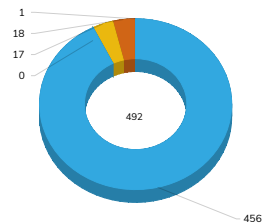
88. Following the entry into force of Decision of 13 August 2024 regarding the granting of rights of use for the frequency bands for Category 8A fixed networks.

## E. Licences, examinations and certificates issued in 2025

Licences modified in 2025



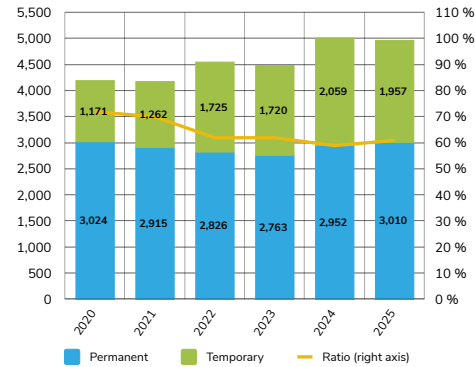
Licences cancelled in 2025



Licences of the 1<sup>st</sup> and 3<sup>rd</sup> category can also be represented over time.

The chart below gives an overview of the evolution of the temporary and permanent licences of both categories in recent years.

Evolution of temporary and permanent licences of categories 1 and 3



### Examinations to obtain operator certificates to use certain stations

In 2025, the BIPT organised a series of examinations and activities leading to the granting of licences in the field of radio communications and maritime communications. The main task of the GRM/BMR (Management of Maritime Radio Communications) department was to organise examinations for the various certificates and to issue licences for radio equipment related to ships and aircraft.

Throughout the year, examinations were held for VHR certificates, SRCs, LRCs and ROCs, as well as for GOCs for the marine sector, and RAM A, B and C certificates for radio amateurs. Total examination volumes show stable and continuous demand. This indicates a sustainable need for certification in both the professional and recreational sectors.

Overall, the number of successful candidates is higher than the number of unsuccessful candidates, indicating a healthy overall pass rate. The figures confirm that candidates are generally sufficiently prepared to take the examinations and that the examination standards correctly correspond to the required

## E. Licences, examinations and certificates issued in 2025

skills, without compromising quality or safety.

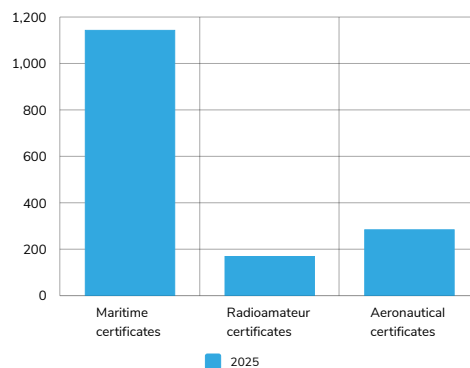
In addition to organising examinations, granting licences has also remained a key part of its operations. In 2025, licences were granted for:

- maritime radio equipment related to a ship;
- aeronautical radio equipment related to an aircraft.

The figures show a steady administrative workload, in line with the trend of previous years, indicating sustained activity in these sectors.

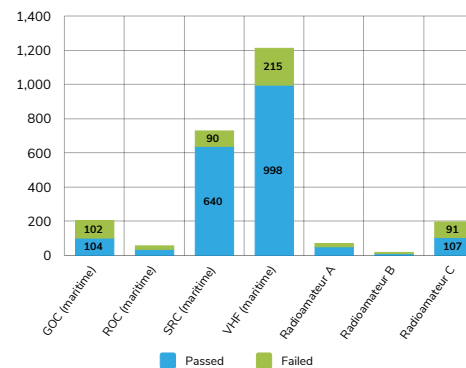
The details of the various examinations organised as well as the licences and certificates issued by the BIPT are shown in the following chart.

Examinations organised by the BIPT in 2025



The chart below illustrates the distribution according to the type of certificate.

Certificates issued in 2025



## F. Situation of the 2025 Operational Plan

### Strategic axis 'Competition and market development' - Promotion of sustainable competition and development of the internal market

1/2025/01 Situation of the electronic communications and television markets	Objective accomplished
1/2025/02 Follow-up of the sustainability of the telecommunications networks in Belgium	Objective partially accomplished
1/2025/03 Qualitative study on fixed and mobile broadband networks	Objective accomplished
1/2025/04 Publication of a 2024 postal observatory	Objective accomplished
1/2025/05 Preparation of a draft decision on the broadband and broadcasting markets	In progress
1/2025/06 Draft decisions on tariffs in the context of broadband markets	Objective not accomplished (given the Telenet/Proximus cooperation project)
1/2025/07 Performance of a margin squeeze test for the residential and small business market	Objective accomplished
1/2025/08 Drafting of a draft decision on the broadband and wholesale dedicated capacity markets	Objective postponed to 2026
1/2025/09 Performance of a margin squeeze test on selected individual contracts of Proximus on the large companies market	Objective accomplished
1/2025/10 Implementation of the Data Act	Objective accomplished

### Strategic axis 'Competition and market development' - Scarce resource management

1/2025/11 The upper 6 GHz band issues	Objective accomplished
1/2025/12 A legal framework for the allocation of the 26 GHz band to MNOs	Objective accomplished
1/2025/13 5G knowledge and learning platform	Objective accomplished
1/2025/14 Adaptation of the numbering plan to the long-term changes in the market	Objective accomplished
1/2025/15 Modernisation of the Sharing site management system and associated tools	In progress

### Strategic axis 'Competition and market development' - Promotion of VHCN connectivity

1/2025/16 Support for the definition of 'fibre-ready in-building physical infrastructure and in-building fibre wiring' technical specifications in the Gigabit Infrastructure Act	In progress
1/2025/17 Major update of the BIPT information website on fibre	In progress

### Strategic axis 'Users' interests' - Information, protection and social inclusion

2/2025/01 National price comparison of mobile services	Objective accomplished
2/2025/02 National price comparison of fixed and convergent services	Objective accomplished
2/2025/03 Performance of an international price benchmarking study of the electronic communications services in the residential market	Objective accomplished
2/2025/04 Development of a new internet speed measurement system	Objective not accomplished (project abandoned)
2/2025/05 Survey on the perception of consumers on the functioning of the market	Objective accomplished
2/2025/06 Data Portal <a href="http://www.bipt-data.be">www.bipt-data.be</a>	In progress
2/2025/07 Tariff simulator: Definition of guidelines for the future specifications	Objective accomplished
2/2025/08 Postal market consumer study	Objective accomplished
2/2025/09 Implementation of Regulation on cross-border parcel delivery services	In progress
2/2025/10 Monitoring of the universal service for electronic communications	Objective accomplished

## F. Situation of the 2025 Operational Plan

### Strategic axis 'Digital infrastructure security' - Reliable and secure environment

3/2025/01 Identification of critical entities: risk assessment	Objective accomplished
3/2025/02 Inspection of critical infrastructures	Objective accomplished
3/2025/03 Monitoring of incident notifications	Objective accomplished
3/2025/04 Risk analyses and reporting	Objective accomplished
3/2025/05 Follow-up to applications for 5G ministerial authorisations.	Objective accomplished
3/2025/06 Operational management of security assessments	Objective accomplished
3/2025/07 Resistance of telecommunications against a power outage	Objective not accomplished (postponed project)
3/2025/08 Synchronisation of clocks in 5G networks	In progress
3/2025/09 National Telecom Resilience Plan	Objective accomplished
3/2025/10 Crisis management exercises	Objective accomplished
3/2025/11 Assessment of product compliance with cybersecurity requirements	Objective partially accomplished (project resumed and extended in 2026)
3/2025/12 Redundancy in access to emergency services	In progress
3/2025/13 Drafting of a draft decision on user charges for national roaming for the benefit of ASTRID	Objective accomplished
3/2025/14 Implementation of the AI Act & Quantum watch	Objective accomplished

### Strategic axis 'Control and support'

4/2025/01 Report on the monitoring of net neutrality in Belgium	Objective accomplished
4/2025/02 Monitoring on the change of tariff plan at least once a year without charge and without compensation	Objective not accomplished (in the absence of a complaint)
4/2025/03 Monitoring of the provisions regarding the termination of a contract and the mention of the terms which must be included in the annual summary of the invoice	Objective postponed to 2026
4/2025/04 Monitoring of the collaboration with the Office of the Ombudsman	Objective accomplished
4/2025/05 Ongoing monitoring of Easy Switch	Objective accomplished
4/2025/06 Monitoring of the provisions concerning the insertions in the tariff simulator	Objective partially accomplished (continued in 2026)
4/2025/07 Communication by operators of the most advantageous tariff plan according to the consumption profile	Objective accomplished
4/2025/08 Information and monitoring campaign on compliance with the common charger rules regulation	Objective not accomplished (organisational constraints)
4/2025/09 Monitoring of MNOs' compliance with coverage obligations	Objective accomplished
4/2025/10 Participation in the joint European monitoring campaign on the conformity of radio products placed on the market	Objective partially accomplished
4/2025/11 Judicial coordination – Monitoring	Objective accomplished
4/2025/12 Monitoring of bpost's compliance with delivery times and opinion on the bpost customers' satisfaction	In the process of being finalised
4/2025/13 Monitoring of the analytical accounting of the universal service provider bpost	In progress
4/2025/14 Monitoring of the price of products included in the universal postal service	Objective accomplished
4/2025/15 Audit of data on sustainability indicators	Objective accomplished
4/2025/16 Implementation of the new Postal Act	Objective accomplished
4/2025/17 Tool for collaboration with the authorities responsible for the DSA: definition of guidelines for the future specifications	Objective partially accomplished
4/2025/18 Digital Services Act	Objective accomplished

## F. Situation of the 2025 Operational Plan

### Strategic axis 'Efficient functioning' - Accessible and forward-looking operation

4+1/2025/01 BIPT profiling videos	Objective accomplished
4+1/2025/02 BIPT social media	Objective accomplished
4+1/2025/03 Participation in national and international consultation bodies concerning telecommunications	Objective accomplished
4+1/2025/04 Participation in national and international consultation bodies concerning postal services	Objective accomplished

### Strategic axis 'Efficient functioning' - Attractive employer

4+1/2025/05 Internal operational plan	Objective accomplished
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## G. List of documents published in 2025

Decisions	
10/01/2025	Decision of 7 January 2025 regarding the renewal of the 2600 MHz rights of use
17/01/2025	Decision of 14 January 2025 on the methodology regarding sustainability reporting for Belgian postal services providers
30/01/2025	Decision of 30 January 2025 on the rights of use of Citymesh Mobile in the 70/80 GHz frequency band
14/05/2025	Decision of 8 May 2025 on radio interfaces related to short-range devices
26/05/2025	Decision of 20 May 2025 on the recognition of "Vaarschool" as a radio-maritime training centre for the 4th category operator's certificate "SRC"
04/06/2025	Decision of 3 June 2025 regarding the request for the lease of rights of use by Citymesh Mobile to DIGI Communications Belgium
23/07/2025	Decision of 3 July 2025 on the monitoring of mail delivery times for the year 2023
05/09/2025	Decision of 12 August 2025 on Lycamobile's non-compliance with the regulation applicable to the refund of prepaid credit in the event of a number transfer (non-confidential version)
30/09/2025	Decision of 24 September 2025 regarding the request for the lease of rights of use by Citymesh Air to DIGI Communications Belgium
23/10/2025	Decision of 21 October 2025 on radio interfaces related to short-range devices
06/11/2025	Decision of 4 November 2025 regarding the granting to e-BO Enterprises of rights of use in the 3600 MHz band in the Belgian exclusive economic zone in the North Sea
18/11/2025	Decision of 12 November 2025 on Unia's application for the status of trusted flagger
24/11/2025	Decision of 20 November 2025 on the rights of use of Orange Belgium in the 26 GHz frequency band
27/11/2025	Decision of 12 November 2025 imposing a penalty on Hermes Telecom for failing to reply to a request for information from the BIPT
09/12/2025	Decision of 25 November 2025 regarding the analysis of tariff increases for bpost's single-piece rates for the year 2026
22/12/2025	Decision of 18 December 2025 on the composition of the board referred to in the Royal Decree of 5 May 2006 regarding a conciliation procedure before the BIPT for the year 2026
24/12/2025	Decision of 22 December 2025 on Child Focus's application for the status of trusted flagger

Consultations	
15/01/2025	Consultation on the introduction of a Do Not Originate List of telephone numbers to combat CLI spoofing
13/03/2025	Consultation on the draft BIPT decision on radio interfaces related to short-range devices
06/05/2025	Consultation on the preliminary draft act implementing the Gigabit Infrastructure Act
25/06/2025	Consultation on a draft proposal for a Royal Decree by the BIPT regarding satellite services
26/06/2025	Consultation on a draft Royal Decree and technical annex regarding the implementation of the redundancy system for emergency services
01/07/2025	Consultation regarding the draft decision on the implementing rules of the obligations related to the most advantageous tariff plan (Articles 109 and 110/1 of the ECA)
16/07/2025	Consultation on a draft proposal for a Royal Decree by the BIPT laying down the technical specifications referred to in Article 10(4) of the Gigabit Infrastructure Act
23/07/2025	Consultation on a draft Royal Decree aiming to implement Articles 44/4 and 44/5 of the Organisation Act of 30 November 1998 of the intelligence and security services
24/07/2025	Consultation on an e-Evidence draft bill and draft royal decree
08/08/2025	Consultation on the draft decision regarding the granting to e-BO Enterprises of rights of use in the 3600 MHz band in the Belgian exclusive economic zone in the North Sea
11/08/2025	Consultation on the use of the neutral host for indoor coverage
28/08/2025	Consultation regarding the draft decision on the rights of use of Orange Belgium in the 26 GHz frequency band
03/09/2025	Consultation on the draft decision on radio interfaces related to short-range devices
10/09/2025	Consultation on a draft proposal of the BIPT for two Royal Decrees concerning the 26 GHz band
10/09/2025	Consultation on a draft amendment to Article 30 of the Act of 13 June 2005 on electronic communications
09/10/2025	Consultation on a draft proposal of the BIPT laying down requirements and a roadmap for the post-quantum transition in the telecommunications sector
20/10/2025	Consultation on the draft Royal Decree amending a number of articles of the Royal Decree of 27 April 2007 on managing the national numbering space and the grant and withdrawal of number user rights
19/11/2025	Consultation regarding the preliminary draft act 2025 pertaining to various provisions on electronic communications
08/12/2025	Consultation regarding the draft decision on the deployment of small indoor cells in the 3400-3800 MHz band
11/12/2025	Public consultation regarding the offer and use of parcel lockers

## G. List of documents published in 2025

Consultations	
16/12/2025	Consultation on a draft amendment to Article 15/1 of the Act of 13 June 2005 on electronic communications
17/12/2025	Consultation on the draft operational plan 2026
23/12/2025	Consultation regarding the draft decision amending decision of 19 December 2023 concerning local private networks in the 3800-4200 MHz band and the assignment of E.212 mobile network codes

Communications	
14/01/2025	Communication of 3 January 2025 on the audit of bpost's measuring systems regarding the coverage of postal service points offering a basic assortment
16/01/2025	Communication of 14 January 2025 concerning the list of parcel delivery service providers that are compliant with the notification rule on 31 December 2024
17/01/2025	Communication of 14 January 2025 regarding the consultation on the methodology for sustainability reporting by Belgian postal service providers
22/01/2025	Communication of 17 January 2025 on applying a margin squeeze test for the large business segment at the level of individual contracts
10/02/2025	Communication of 30 January 2025 on the conformity of Proximus's cost accounting system for 2022
26/02/2025	Communication regarding the monitoring of the universal telecommunications service 2024
10/04/2025	Communication of 2 April 2025 concerning the list of parcel delivery service providers that are compliant with the notification rule on 31 March 2025
22/04/2025	Communication of 14 April 2025 on the minimum technical specifications for indoor antenna systems
02/06/2025	Communication of 20 May 2025 on the Do Not Originate List of Belgian telephone numbers to combat CLI spoofing (public version)
02/06/2025	Results of the benchmarking of mobile service rates in Belgium [Tariffs applied in Q2 2025]
27/06/2025	Communication regarding the monitoring of net neutrality in Belgium (period from 1 May 2024 to 30 April 2025)
14/07/2025	Communication of 3 July 2025 concerning the list of parcel delivery service providers that are compliant with the notification rule on 30 June 2025
16/07/2025	Situation of the electronic communications and television market (2024)
25/08/2025	Communication on the verification of the calculation of the universal postal service net cost for the year 2018
08/10/2025	Communication of 19 September 2025 on the study regarding the sustainability of the telecom networks in Belgium

Communications	
14/10/2025	Communication of 7 October 2025 concerning the list of parcel delivery service providers that are compliant with the notification rule on 30 September 2025
17/10/2025	Communication of 3 October 2025 on the audit of the internal and external monitoring systems of bpost for monitoring the delivery times
27/10/2025	Communication of 21 October 2025 on the qualitative study regarding the fixed and mobile broadband networks in Belgium
21/11/2025	Communication of 20 November 2025 on the benchmarking of the fixed service and convergent bundle rates on the residential market [tariffs applied in Q3 2025]
25/11/2025	Communication of 23 October 2025 regarding the assessment of the bpost tariffs considered within the framework of the European regulation on cross-border parcel delivery services
27/11/2025	Communication of 25 November 2025 regarding the Belgian postal services observatory for 2024
28/11/2025	Communication of 12 November 2025 on applying a margin squeeze test for the residential and small business segment
08/12/2025	Communication of 3 December 2025 on its policy within the framework of the obligation to provide information to the BIPT
17/12/2025	Communication of 15 December 2025 regarding the comparative study on the prices of telecom services in Belgium and in the neighbouring countries [Tariffs of October 2025]
22/12/2025	Communication of 11 December 2025 regarding the reporting about bpost's measuring systems for the year 2024 within the context of the management contract for services of general economic interest
24/12/2025	Communication of 22 December 2025 on the results of the consultation regarding the neutral host
30/12/2025	Communication on the list of postal services providers holding an individual licence (2025)

## G. List of documents published in 2025

Opinions	
10/01/2025	Opinion of 8 March 2024 on the capacity of the BIPT to carry out the tasks incumbent upon the competent authority within the framework of the bill implementing Regulation (EU) 2022/2065 on digital services (Digital Service Act)
04/02/2025	Opinion of 30 January 2025 on the bill amending the Civil Code and the gas and electricity legislation as regards the limitation period applicable to debts related to the supply of water, gas, electricity or electronic communications services
18/03/2025	Opinion of 24 February 2025 on bill No. 0559/001 to the effect that advertising calls should only be authorised upon explicit consent
25/03/2025	Opinion of 17 March 2025 on bill No. 458 amending the Act of 13 June 2005 on electronic communications to strengthen consumer protection and empowerment in the telecommunications market
29/04/2025	Opinion of 7 April 2025 on the draft Royal Decree on the making available on the market of radio equipment
29/08/2025	Opinion of 14 August 2025 regarding the 2023 and 2024 action plans of bpost following the 2023 customer satisfaction survey
02/10/2025	Opinion of 27 August 2025 on the bill of amending the Act of 26 January 2018 on postal services in order to provide every municipality with a parcel locker
02/12/2025	Opinion of 25 November 2025 on bill No 1081/001 of 3 October 2025 amending the Code of Economic Law in order to combat unwanted cold calling more effectively
19/12/2025	Opinion of 5 November 2025 on the draft resolution concerning the introduction of remote working in the train submitted to the House of Representatives
30/12/2025	Opinion of 17 December 2025 on the draft Royal Decree on the making available on the market of radio equipment

Press releases	
02/06/2025	Evolving mobile market
18/06/2025	Belgium's connectivity performance is excellent, but continued fibre roll-out and coverage of less populated areas remain essential
10/07/2025	5G covers more than 95% of Belgian households depending on the mobile operator
14/07/2025	Mobile data usage has more than tripled in five years
16/07/2025	Sale of fibre connections on the rise but cable remains market leader
31/07/2025	Proximus and Orange Belgium intend to cooperate to roll out optical fibre in Wallonia
29/08/2025	Protection measures following the Orange data breach
05/09/2025	The BIPT imposes a €280 000 fine on Lycamobile
08/10/2025	The BIPT publishes second update of the study on the sustainability of the telecom networks in Belgium
15/10/2025	Fibre in Flanders: the proposed commitments of Proximus/Fiberklaar and Telenet/Wyre are subject to a market test
18/11/2025	Digital Services Act: Unia and the VMRI obtain the trusted flagger status
21/11/2025	Consumers can save hundreds of euros by choosing the right telecommunications solution, according to the BIPT price study
27/11/2025	Postal market in full growth again in 2024
17/12/2025	The BIPT publishes its 2025 international comparative price study



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# ANNUAL REPORT 2025



ELECTRONIC COMMUNICATIONS | POSTAL SERVICES | RADIO FREQUENCIES | MEDIA IN BRUSSELS | NETWORK SECURITY | DIGITAL ENVIRONMENT