

## **MINUTES OF THE MOVINT 2- GRUNDTVIG 2 MEETING**

The first meeting of the project Movint 2 started on 10<sup>th</sup> November 2006 at 16:00 in Asturias, Meeting Room of the Administrative Building of Multiple Services.

Participants:

### **For SPAIN**

#### **ASTURIAS:**

Carmen Martínez González  
José Indalecio Santos Perandones  
Socorro Rodríguez Fernández

#### **CANTABRIA:**

Nieves Álvarez Martín  
Miguel Ángel García González  
Gonzalo Sánchez Moreno

### **For LITHUANIA:**

Ruta Daciulyte  
Alvita Armanaviciene

### **For SLOVAKIA:**

Michal Stasenko

The meeting has been translated simultaneously when required. The group congratulates the translator, Ms Verica Kovacevic, on the great technical work.

## **THE MEETING ITSELF**

### **FRIDAY 10th NOVEMBER**

#### **1.- Presentation of participants:**

After the words of welcome, each participant gives a short introduction of itself.

- Lithuania: 2 persons
- Slovakia: 1 person
- Spain: 6 persons
  - Asturias. 3 persons
  - Cantabria. 3 persons

#### **2.- Working documents:**

The coordinator explains the documental content of the dossier which has been handed over to each participant (in Spanish, English and Lithuanian).

The documents which the dossier does contain will be useful for the development of the meeting until 21:00 p.m. The documents are as follows:

- 1.- Plan of activities 2006-2007, which has been updated as the proposal did contain more countries and the final project only contains 3.
- 2.- Project INTERCOM 15-18 (summary), as the content should be similar so that they can be comparable.
- 3.- Documental Dossier.
- 4.- Activity proposal. It is a plan for the development of the investigation on legislation with respect to the project's subjects. (please see Annex 1)
- 5.- Draft of the sheet for the documental analysis. It is a proposal that has to be developed during the meeting in order to have a base for the documental study of laws applicable to the subjects of the project's analysis.
- 6.- Budget of the project MOVINT-2 for the activities and the travels.

### **3.- Working system for the "Documental Study"**

As working system it is proposed to organize two idiomatic groups which can discuss the proposals with the help of the translator. Furthermore, Miguel will include on the screen (through the notebook) the proposed changes so that both groups can see the achieved proposals.

The groups' activity focuses on establishing the criteria which have to be taken into consideration when carrying out the documental study for both proposed subjects: mobile phones and internet (please see annexes 2-A and 2-B)

The following conclusions have been achieved:

- Certain changes in the first proposal are suggested which point out the differences between both subjects: internet and mobile phones.
- It is proposed that the partners of Lithuania and Slovakia analyse the convention on admission to the EU of their respective countries in order to get to know the implementation deadlines of the community regulations in these fields.
- The coordinator has provided a series of basic regulations on these subjects, without prejudice to add, during the development of the study, other additional legislation in force that could be useful to get to know the subjects in-depth.

- As basis for the investigation in Lithuania and Slovakia, the laws currently in force in Spain have been provided. It is agreed to translate the titles of these laws so that they can be useful for these countries. (Please see in annexes 6 and 7, drafts of the sheets resulting from the meeting)
- The coordinator will start to design the website where the Directives, decisions and laws currently in force in each country as well as the criteria of analysis will be included. The website will be launched in the languages of all member countries as well as in English.

**NOTE.** After the meeting of Friday, our host invites us to a guided tour on foot through the old part of the city Oviedo. The guide was fantastic.

### **SATURDAY 11th NOVEMBER**

The work carried out on Friday is reviewed.

With respect to the **plan of activities**, the meetings to be held during the period of the project are fixed. The next meeting will be in Slovakia in April.

As the next **partners' meeting** will be in April 2007, the documental study has to be finished in March 2007 so that the conclusions of the study could be publicly presented on 15th March (World Consumers Day).

#### **4.- Working system for the "Survey"**

The contents of the survey, which have to be passed to the target groups of the project, are taken shape. The following points are suggested:

- **Target group/s:** The participants discuss about the groups on which the project should focus: disadvantaged groups of adults in particular. (Senior citizens' groups, groups of adults, etc...) Each partner will look for groups of these characteristics in their countries.
- Regarding the **size of the survey** to be carried out, the number of surveys is discussed and it is decided that the number of surveys should be 100 per each partner. The surveys should be carried out to the same target groups to which the training plan will focus. Bearing in mind that the total survey will amount to approximately 500 inquiries, 100 represents 20% which gives a good reliability to the sampling. The proportion of surveys regarding the target groups will be as follows:
  - o **60%** can be **young people** deprived of schooling, groups of social guarantee and curricular diversification.
  - o **10% disabled persons**
  - o **30% adults** (15-75 years)

- With respect to the development of the investigation, it can be divided in two parts: one to find out what they believe to know and the other one to find out what they really know.
- Analyzing the results, we can establish the characteristics of the training plan.
- The questionnaire might not be too long, with closed questions (for example YES/NO), it should be avoided that the answers can be conditioned and it should allow us to tabulate the results easily.
- The interviewee has to be identified:
  - **As person:** man/woman, age, education level.
  - **As user:**
    - **MOBILE PHONES**
      - Mobile phone YES / NO. Why? CLOSED
      - Type of telephone: features and brand
        - Do you know the features?
      - Do you know your rights?
      - Do you believe that the contract contains your rights and do you feel protected?
      - Type of contract (WITH/WITHOUT)
      - With what company?
      - Types of the used services (SMS, contests, download of tunes, internet access ...) to be numbered in order of importance.
      - What do you do with the old mobile phone?
    - **INTERNET**
      - Are you an internet user? YES / NO
      - Where do you connect to internet? At home, in the cybercafé, at work, others (please indicate where).
      - What type of connection?
      - Company of connection.
      - Type of contract.
      - Do you believe that the contract contains your rights?
      - Usually visited websites.
      - Used services (chat, etc.)
      - Did you purchase something in internet? ( YES / NO)
        - YES: Why? CLOSED ANSWERS
          - What type of product?
          - Used system of payment.

- Purchase criteria to decide to purchase.
- Where does the purchase come from? National or cross-border purchase? From Spain, Lithuania, Slovakia, Europe or rest of the world.
- Do you know the rights in e-business and mobile telephony?

○ NO: Why? CLOSED ANSWERS.

▪ **Other aspects:**

- Did the advertising have some influence in your purchase? And in the selection of the service type?
- What did you look for in the purchase?
- In case of internet, what kind of programme do you use? Microsoft, Open Source?
- In the second part: To analyse whether the advertising really does influence them.
- To find out whether they can identify a secure website.
- To find out whether they know the subject of cookies.
- To find out the procedure they use to make a complaint and whether they know where and how?

**Note:** With these ideas we will ask for the collaboration of a sociologist to elaborate the survey.

**5.- Working timetable and points to be carried out:**

- In February, we have to present the application for next year. We have to pay attention because the call for projects will come out in December. It would be excellent to find a new partner to have a more sure continuity of the project. Lithuania commits to look for a new partner in Bulgaria.
- The complete study should be finished at the end of February.
- We will send the survey formulated by us in December. In January we have to give the OK.
- Between March and May, we have to make the field investigation, pass the survey.
- In April meeting in Slovakia:
  - The first part will be dedicated to analyse the study carried out and to see the development of our plan of activities.

- The second part will be completely dedicated to the survey: how are we carrying it out, etc...
- The coordinator has an additional work: the WEBSITE.
  - We need to receive all available legislation to put it on the website.
  - We will describe the project: objectives, working plan, etc...
  - All information will be put on the website in 4 languages: Spanish, English, Lithuanian and Slovak.

As there are no other points to be discussed, the meeting ends at 14:00.

**NOTE.** After the meeting and the lunch of Saturday, our host invites us to a guided tour by bus in order to get to know the pre-Romanesque art of Asturias.

## **ANNEX 1 MOVINT-2 (GRUNDTVIG 2)**

### **ACTIVITY PLAN – DRAFT OF CONCRETE PROPOSAL**

1. - Collection of all legal regulations that in each country refer to the following subjects of our project:

- **Mobile Telephone:** service providers, sale of products and services to the adults via the mobile phones (music, wallpapers, video games, video clips, etc.) and its use by the adults.
- **Internet:** service providers, sale of products and services to the adults via the internet and the use of e-mails, forums, chats and personal blogs by the adults, etc.

We attach the results of our first research:

- European Directives applicable to these subjects.
- Legal Regulation announced in Spain to incorporate the harmonized regulation or the content of the Community Regulation.

2.- Analysis of each regulation and elaboration of a summary of the most important aspects of their content bearing in mind the information, training and defence of the consumers (please see draft of the proposed sheet – point 5)

Note: In Spain, also the complementary Autonomous regulations will be analysed, in case they exist, whereby the telecommunication is an exclusive competence of the State (article 149.1.21<sup>a</sup>)

3.- Comparison of the elaborated sheets of the Directives and Regulations of the country and conclusions.

4.- Comparison of the sheets and conclusions that have been elaborated in each member country. Elaboration of conclusions.

5.- Design and starting of the website.

6.- Spread of the results:

- institutions
- companies
- consumers

**ANNEX 2-A: INTERNET  
MOVINT-2 (GRUNDTVIG 2)  
Aspects to be considered in the documental study**

Country	Analysed regulation – legal reference and name

Aspects to be analysed	INTERNET
Aspects related to the access: <ul style="list-style-type: none"> <li>• Types of services</li> <li>• Packages and means of accessing</li> </ul>	
Aspects related to the quality of the service: information, advertising, contracts, invoicing. Includes study about differences between invoice on paper and electronic invoice.	
Aspects related to the contracts: proceedings and requirements to contract and to cancel the contract. <ul style="list-style-type: none"> <li>- Warranty for broadband? How many kb/sec in average?</li> <li>- Does the Customer know the conditions of the contract before signing it?</li> <li>- Abusive clauses in contracts.</li> <li>- Contracts with flat rate: analyse price on overdownloads.</li> <li>- Necessity of knowing the final costs before purchasing.</li> </ul>	
Aspects related to the suspension or interruption of services.	

Aspects related to the customer service and after-sales service. (warranty)	
Aspects related to the secret of the communications and the protection of personal data.	
Aspects related to the complaints. Means and procedures for solving disputes: - international or national purchases	

**ANNEX 2-B: MOBILES  
MOVINT-2 (GRUNDTVIG 2)**

Country	Analysed regulation – legal reference and name

Aspects to be analysed	MOBILES
Aspects related to the access: <ul style="list-style-type: none"> <li>• Types of services</li> <li>• Packages and means of accessing</li> </ul>	
Aspects related to the quality of the service: information, advertising, contracts, invoicing.	
Aspects related to the contracts: proceedings and requirements to contract and to cancel the contract.	
Clause regarding the minimum contract term.	
Aspects related to the suspension or interruption of services.	
Aspects related to the customer service and after-sales service. (Warranty)	
Aspects related to the secret of the communications and the protection of personal data.	
Aspects related to the complaints. Means and procedures for solving disputes: - international or national purchases	