Net Neutrality and OTT Services Frequently Asked Questions

i. **What is Net Neutrality?**
Net Neutrality is the principle that all electronic communications passing through a network should be treated equally regardless of content, application, service, user device, sender address or receiver address.[1]

ii. **What is OTT Services?**
OTT services include all short-message, video, audio, and other media services that are delivered over the Internet without the network provider being involved in the control or distribution of the content. Some examples includes WhatsApp, Facebook, Netflix, and YouTube.[2]

iii. **How do I benefit from OTT and Net Neutrality as a consumer?**
OTT Services promote the availability of a wide range of content services potentially at low cost.

iv. **Is URCA implementing any specific Net Neutrality rules?**
No. Instead URCA may intervene on a case-by-case basis where URCA determines that an Internet Service Provider or network operator engages in blocking or throttling of traffic in a manner that is anticompetitive or unduly discriminatory.

v. **What traffic management practices are service providers permitted to engage in?**
The service provider is permitted to employ traffic management practices in a nondiscriminatory manner to ensure the efficient operation of its network. If a customer believes that the service provider is engaging in discriminatory and anticompetitive practices, the customer should complain to the service provider and the service provider shall seek to resolve the complaint within thirty (30) business days. If the customer is not satisfied with the service provider's resolution, the service provider shall advise the customer that the customer may refer the complaint directly to URCA.

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[1] Body of European Regulators for Electronic Communications (BEREC). (30 September 2010)
BEREC Response to the European Commission's consultation on the open Internet and Net Neutrality in Europe.
[2] Body of European Regulators for Electronic Communications (BEREC). (January 2016)
Report on OTT services.