



Newsletter

Get Informed!

Message from the Board

As the newly appointed President of FIE it is my pleasure to give you an update about Free ICT Europe.

First of all I want to say a big thank you to Christina van Oostrum who recently stepped down from the Board. As our President, since 2014, she was responsible for putting the building blocks in place that have allowed our organisation be relevant with policy and decision makers on the European stage. She was the driving force behind creating an organisation from an idea. That idea to speak out against unfair business practices and promoting both our industry and end user rights. I wish her the very best in the new path that lies before her. She will be missed!

It was a real pleasure to host the first FIE public event in Dublin and to be able to share in person our activities, developments, successes and strategy. 3 Years of Free ICT Europe show that results can be achieved.

Developments are moving on. We see a rising interest and support for life-cycle extension, resale and independent repair/maintenance in Brussels and throughout Europe. A global interest in the common idea of fair play and resistance to monopolistic practices. This gives us opportunities and we look forward to continuing our journey and to share our issues.

Another task on our desk is to come up with more data about our market, connections to make and actions to be prepared. Interesting things and tasks lie before us!



We are grateful for the growing support for our cause despite the fact that we need it to expand our reach and gain more attention representing your businesses.

Kind regards,
Tomás O'Leary
President

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Why Lobby?

Lobbying is a billion-euro industry in Brussels. According to Corporate Europe Observatory, there are at least 30,000 lobbyists in Brussels seeking to affect legislation. By some estimates, they influence 75% of legislation.

The independent ICT market faces several issues that might become a fight in court or costly complaints at institutions. Outcomes will be uncertain, required budgets a pain, though probably a more quickly. Changes that will affect our businesses on a sustainable way for the long term needs to be set at legislation level, hence we need to reach out.

To create a bridge linking our sector with the policy makers we need to provide expertise to the EU regulators. To have an effective impact and to let our voice be heard, we need to work close to the EU institutions and policy makers. We need to keep on finding points of access to EU policy makers and make statements for relevant EU dossiers to which we can connect our topics.

Our contributions did increase the visibility of the Foundation. Growth in presence is needed, as this has the consequence growth of power of representativeness. When even OEM's and Vendors see the advantage to Unite (Digital Europe), it makes the strategy clear for us as well.

You want Brussels to listen and respond to your concerns, than support and promote our organisation. Share this newsletter with somebody and entice them to connect.

The FIE Executive Meeting

We welcomed a group of more than 30 interested attendees to our meeting in Dublin. Activities of their companies were around TPM, Brokerage, Software and Mobile Phones refurbishing. We were pleased to share the things we have done so far. This was also an unique opportunity to discuss the common issues we face.



In small groups we asked a few questions, one was to list 10 problems which they have to deal with as an independent. This is the result:

Top Issues (unsorted order)

- 1 Restricted access to Micro code /Firmware updates*
- 2 Bundling of Services in packages
- 3 No Access to Information*

- 4 Dumping by OEM
- 5 Spread FUD towards end-users*
- 6 No Access to Diagnostics/Password block*
- 7 Supply Restrictions/delay on Parts delivery*
- 8 Border Control / Import restrictions / unclear if equipment originates from the EEA*
- 9 Maintenance Reinstatement Fee penalties*
- 10 Availability of Skills*

For all the issues marked with a * we have provided already input towards the EU. There are no easy fixes, but we are proud that progress has been made.

Another interactive session took place with the research team of Deloitte / MicroEconomiX that was connected to us online. This way all could share and give input that will be used to create the Economic report that will be produced.

We closed the meeting with the consensus that it is very valuable to come together and find ways to work together on elements that affect us all and that will improve the market position the IT Aftermarket. Time for a toast and enjoy a diner near the waterside in Dublin!

The Market Research

A requirement for further actions in Brussels is the availability of an Economic Report. This way we can show policy makers about the impact of the IT aftermarket in Europe.

The first phase consists of the scoping. We have shared the first setup of this at the meeting in June. Based on new information and new questions we are working to finalise this at the moment.

The next steps are to carry out the research and to produce the actual report. For this we are still busy to get reach out to companies to support us and contribute for the funding.

Time for Action!

Servers & Storage

FIE participates with the EU in new requirements for Servers and Data Storage products. This is a part of the Ecodesign Directive: with focus on life-cycle extension, reparability, resale, durability and recyclability.

A number of issues have been raised by us to be included. A part of the process is to have an Open public consultation – so each EU citizen, employee or organisation has the option to respond!

Our most important element is the about the free access to Firmware updates. This has been incorporated on the suggested changes.

**We need your support to show the EU that Firmware updates should be incorporated!
The deadline the Until October 22nd**

- **English:** <https://ec.europa.eu/eusurvey/runner/ServersdatastorageSurvey2017>
- **Deutsch:**
<https://ec.europa.eu/eusurvey/runner/ServersdatastorageSurvey2017?surveylanguage=DE>
- **Francais:**
<https://ec.europa.eu/eusurvey/runner/ServersdatastorageSurvey2017?surveylanguage=FR>

Important Questions:

- Q 21 – Firmware & some other elements
- Q 21 – Agree for EU regulation
- Q 20 & 23: The burden for manufacturers are very limited in our perspective!
- Q 24: Ecodesign will stimulate Innovation: The Independent market can innovate in services, tools and resale options.

The EU Ecodesign regulation is very important to us and can lead to further developments.

Other EU projects update

Free Flow of Data: In the consultation of this directive (from IT to cars and airplane engines) we have 1 topic that has high importance: the ownership of the data that a machine produces. Any info that is being gathered through sensors or parts. So also the log files and error data. At this point the ownership is set that the manufacturer does not own this, though neither full ownership by the owner/user. Access to this data should be open to the user/owner at some way; an embedded tool or providing an API so a connection with the data can be made.

The **new WEEE:** here we have shared before that the use on aftermarket replacement parts has been incorporated. At the moment we are discussion an adapted version of the definition of Firmware.

There are some new initiatives coming that will look at how reuse and repair can be stimulated. This starts mainly with consumer products, thought the generated trend is positive for our market and understanding of our issues.

EU Parliament Resolution – Extend Life-Cycle of goods

At the 4th of July the EU Parliament adopted a resolution about the longer life-time of products. The focus is not limited this in the text to consumer products: they also relate to Ecodesign (beyond consumer level) and Energy related products (covers all).

- Independent repair is an important element, also connected to availability of information, tools and (non-OEM)spare-parts.

- They also clearly address software and embedded software, and that updates of this have impact on extending the life-cycle.
- Re-sale listed as an important element, as well as re-use of part to be used for repair/maintenance

This is a resolution, now the European Commission needs to take action on this. We have a summary available for those that are interested. The official information can be found here:

<http://www.europarl.europa.eu/sides/getDoc.do?pubRef=-//EP//TEXT+REPORT+A8-2017-0214+0+DOC+XML+V0//EN>

Printer Manufacturers to court in France – Planned Obsolescence?

Several printer manufacturers are targeted by a complaint of "scheduled obsolescence" launched and announced by a specialized association "The Association Stop to Obsolescence Programmed (HOP)". It announces in a statement, specifying aim the American HP Inc. as well as the Japanese Canon, Brother and "especially" Epson.

HOP is accusing the manufacturers concerned of "deliberately" shortening the life of printers and cartridges. French law has theoretically sanctioned since 2015 "programmed obsolescence", which refers to the supposed will of certain industrialists to manufacture products with a limited life span over time.

Thank you for your attention!

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You have been included in this list as a specialist active in the ICT Aftermarket.

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