

23rd Electronic Communications Forum – 15th December, 2011

Overview of events since October meeting

OCTOBER 2011

Results of consumer perception survey on broadcasting services - The MCA has published the results of a survey it carried out between July and September, in order to gauge consumer perceptions and satisfaction levels with regard to broadcasting services. Following last month's internet broadband survey publication, this is the second in a series of MCA surveys, which will also cover mobile and fixed telephony, results of which will be published in the coming weeks. Results from this survey show that 99% of Maltese households have a TV set at home.

Results of consumer perception survey on mobile services – The MCA has published the third set of survey results carried out between July and September, in order to gauge consumer perceptions on electronic communications services. The results published today are of a survey related to mobile services, whereby telephone interviews were carried out with respondents chosen at random from GO's and Melita's online telephone directories. Only residential users were considered for this survey.

Results of consumer perception survey on fixed telephony - The MCA has published the final set of survey results it carried out between July and September, in order to gauge consumer perceptions and satisfaction levels with regard to fixed telephony services in Malta. This last publication of survey results concludes a series of four surveys which have also covered broadband internet, broadcasting and mobile telephony during the past weeks.

Decision notice and report on 'Modifications to the terms and conditions of subscriber contracts' - The MCA has published a decision regarding the manner in which any changes to the terms and conditions of subscriber contracts for the provision of internet, TV, mobile and fixed telephony services are to be implemented by service providers and the legal rights of subscribers throughout such a process.

Key market indicators for electronic communications and post – Updating of Data Sheet Report Q1 2005 to Q2 2011 - The MCA has updated its series of Data Report Sheet ('DRS') publications with a report covering the period Q1 2005 to Q2 2011. The purpose of this publication is to inform the general public on the main trends and developments in Malta concerning electronic communications and post. The

report lists a number of indicators for the aforementioned areas, with data presented on a quarterly basis.

NOVEMBER 2011

EU Commission Monitoring Mission – Digital Agenda Scoreboard preparatory meetings in Malta

Digital Marketing in Malta - a new survey carried out by ICON - itself an established local software development company - aims to gain a better understanding of the full impact that digital marketing strategies have had on local enterprises and the strategic ways in which such marketing techniques promises to be a game changer in the local scene. The survey comprises of 83 locally based businesses ranging from large companies to small enterprises and including such diverse industry sectors as IT, medical, financial, beauty and media.

Strategic Plan Update 2011 – 2013 - This Update validates the strategic direction set out in preceding years and incorporates any new developments within the sectors that the MCA regulates, in light of their impact on the Maltese regulatory environment.

MCA Consumer Half Yearly Report - This report provides an overview of the complaints and enquiries received by the MCA during the period January - June 2011. This report also focuses on projects undertaken by the MCA to further strengthen consumer rights in the sectors it regulates.

Roaming FAQs

Communications Market Review Jan – Jun 2011 - The MCA is hereby publishing the Communications Market Review for the period January-June 2011. The purpose of this publication is to inform the general public on the main trends and developments in Malta for electronic communications and post.

MCA notification regarding transit services in the fixed public telephone network - EU Commission comments.

Response to consultation and decision on transit services in the fixed public telephone network – MCA publishes its response to consultation and decision.

Digital Agenda Going Local 22NOV – Visit by DG INFO Society Mr. Robert Madelin.

DECEMBER 2011

Overview of Malta Security Services' Projected Contributions and Legal Intercept Costs 2012 - In accordance with Regulation 86(2) and (3) of the ECNSR and para. 11.1 of the Directive, the MCA has published an overview of projected contributions and legal interception costs for the period 1st January 2012 to 31 December 2012.

Guidelines on Must-Carry Obligations - Following a consultation in September 2011, the MCA has published guidelines which will be used by the Authority when imposing must-carry obligations.

Regulation in the 21st Century, a forward looking approach - Speech by Ing. Philip Micallef, chairman of the Malta Communications Authority delivered on 23rd November at the BEREC-Regulatel-EAP Summit on "Regulation in the 21st century, a forward looking approach".