

Overview of events since October 2012 meeting

October 2012

Consumer Complaints received and dealt with by the MCA JUL 2011 – OCT 2012 - Consumer complaints monthly reports on each of the sectors regulated by the Authority and the operators involved.

November 2012

Business Perception Survey 2012 - The MCA has today published the results of a survey it carried out between August and September 2012, in order to gauge business perceptions and satisfaction levels with regard to various electronic communications services in Malta.

Regulating the Postal Sector in a fully Liberalised Market - Response to the Consultation Document and Next Steps - This document provides the salient points of the feedback provided by the respondents to the issues and proposals raised in the consultation document and the MCA's reflections on the feedback provided, together with conclusions and envisaged next steps.

Regulating the Postal Sector in a fully Liberalised Market - An Authorisation Regime for a Fully Liberalised Postal Market - This document provides the salient points made by the respondents to the issues and proposals raised in the consultation on a postal authorisation regime for a fully liberalised market, and the MCA's reflections on the feedback provided, together with conclusions and envisaged next steps.

Price Control Mechanism for MaltaPost plc and Revised Postal Tariffs - Responses to Consultation and Decision Notice – The scope of this document is to report the feedback received from MaltaPost, put forward the MCA's view in this regard as well as present the Authority's final decisions.

Estimating the Cost of Capital - Response to Consultation and Decision - This Decision follows a public consultation on the parameters making up the cost of capital calculation as well as other specific aspects related to the MCA's proposed methodology and approach. This Decision contains a summary of the feedback received from respondents, the Authority's position in relation to those comments, and subsequently, the Authority's decisions on the proposed methodology and approach in estimating the weighted average cost of capital.

Highlights and activities for Weeks 43 & 44 (Period 22.10.12 to 02.11.12) - Highlights and activities for Weeks 43 & 44 (Period 22.10.12 to 02.11.12)

Highlights and activities for Weeks 45 & 46 (Period 05.11.12 to 16.11.12) - Highlights and activities for Weeks 43 & 44 (Period 05.11.12 to 16.11.12)

Imposition of a fine on Mailbox Service Group for having provided postal services without an authorisation - On the 16th October 2012, the MCA issued a decision whereby it imposed a €500 administrative fine against Mailbox Services Group [Mailbox] after MCA determined that this company had provided postal services without being authorised to do so in terms of the Postal Services Act. This Decision was issued following a complaint received by the Authority.

December 2012

Key market indicators for electronic communications and post: Q1 2009 to Q3 2012 - The purpose of this publication is to inform the general public on the main trends and developments in Malta concerning electronic communications and post.