



**COMMUNICATIONS
REGULATOR**

The Malta Communications Authority, more commonly referred to as the MCA, was set up in January 2001 to regulate communications services. These services include, fixed and mobile telephony, Internet and TV distribution services. We also regulate the postal sector and eCommerce, that is the selling and purchasing of goods and services online. We are also responsible for implementing initiatives aimed at ensuring that every business and individual has the skills and competences to fully engage in online activities.

WHAT WE DO

THE AUTHORITY REGULATES THE FOLLOWING SECTORS AND RELATED SERVICES

Our primary focus is to ensure effective competition in all the sectors that we regulate and the sustainability of the service providers.

We also aim to ensure that the market conditions facilitate innovation so that consumers enjoy a wider variety of products and services, at better quality and increased value-for-money. Whilst taking regulatory decisions, we pay particular attention to measures that need to be put in place to protect consumers.

Whilst it is important that we facilitate the provision of latest technology and services to consumers, we also ensure that every individual and business has access to, and the skills required, to use technology and fully participate in the digital economy.



TELEPHONY SERVICES

- TRADITIONAL FIXED TELEPHONY
- MOBILE TELEPHONY
- IP BASED TELEPHONY SERVICES



POSTAL SERVICES

- UNIVERSAL POSTAL SERVICES
- OTHER POSTAL SERVICES



DATA SERVICES

- DSL BASED SERVICES
- CABLE BASED SERVICES
- MOBILE BASED SERVICES
- FIXED WIRELESS DATA SERVICES



eCOMMERCE

- E-SIGNATURES CERTIFICATION
- MONITORING OF INFORMATION SOCIETY SERVICE PROVIDERS



eINCLUSION

- NETWORKED SOCIETY
- NETWORKED ENTERPRISE



SPECTRUM MANAGEMENT

- SPECTRUM ASSIGNMENT
- MONITORING

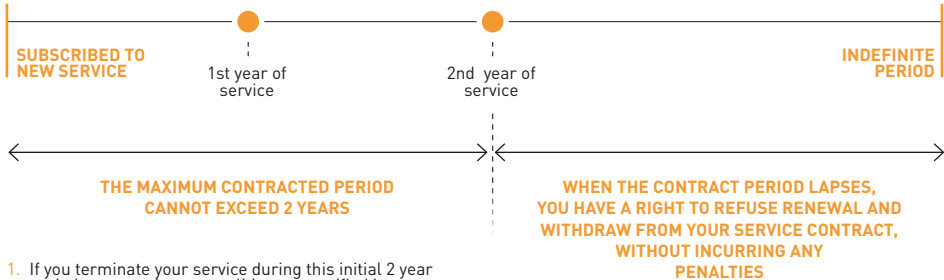
THE LIFETIME OF YOUR SERVICE – FROM SUBSCRIPTION TO TERMINATION – YOUR RIGHTS

The contract of service should specify the terminating procedure. These may vary from one service provider to another. If you intend to switch your current services to an alternative service provider, remember that you can port your mobile or fixed telephony numbers by asking your alternative service provider to initiate this process on your behalf. In the case of Internet services, when terminating the service, you may request your service provider to activate email forwarding services.

WHEN SUBSCRIBING TO A DEFINITE CONTRACT

You subscribe to a service for a defined period of time. Your service provider is required to give you a written contract outlining the terms and conditions of service.

After two years of service, your contract can be automatically renewed, for an indefinite period.



1. If you terminate your service during this initial 2 year period, you may incur penalties as specified in your service contract.
2. If you have benefitted from any subsidised, or free equipment (such as mobile phones), you may have to refund part, or all the costs of this equipment.
3. Should your service provider propose changes to your service contract during this period, your service provider must notify you at least 30 days before these changes come into effect. If you disagree with these proposed changes, you have the right to withdraw from your contract without penalty. In such cases, any subsidised or free equipment would still need to be returned or refunded to your service provider, unless you have agreed otherwise.

1. Should your service provider propose any changes to your service contract during this period, it is still required to notify you 30 days before such changes come into effect.
2. If you disagree with these proposed changes, you still have the right to withdraw from your contract without penalty.

CONSUMER AFFAIRS

We apply a three-pronged approach to our consumer affairs function. We adopt a proactive stance, anticipating issues that might harm consumers and seek to ensure that the regulatory framework is sufficiently robust to safeguard against any such practices. We also seek to ensure that consumers are well informed about their rights and about the offers available on the various communications markets. Finally, where service providers do not abide by any of the consumer protection rules in the regulatory framework, we take enforcement and sanctioning action to ensure compliance.

MALTA COMMUNICATIONS AUTHORITY



We investigate and address sector specific complaints and enquiries received from the general public. The extent of the action that the MCA can take in relation to consumer complaints depends on whether there is a breach of a regulatory obligation under a law that the MCA is empowered to enforce.

MALTA COMPETITION AND CONSUMER AFFAIRS AUTHORITY (MCCAA)



The MCCAA is responsible for the application of general consumer affairs laws. It is empowered to escalate complaints to the Consumer Claims Tribunal. This Tribunal can determine claims for compensation not exceeding €3494.

CONSUMER AFFAIRS



CONSUMER AFFAIRS COUNCIL



The Council is an independent body which, amongst other functions, advises the Minister concerned, on measures for the promotion and protection of consumer interests.

SELECTING YOUR TELECOMMUNICATIONS SERVICE – MAKING THE RIGHT CHOICES

Selecting a telecommunications service, such as fixed or mobile telephony, Internet and TV services may be a little daunting. Where do you begin with such a wide variety of options on the market? A good place to start is looking at your potential usage patterns. What is important to you? Is it price? Quality of service? Level of after sales service? Whether you are a new subscriber or one who wishes to change a service, the MCA has a number of tools available to help you in this regard.

WWW.TELECOSTS.COM



This is a price comparison portal that offers the tools to assist you in selecting the most suitable tariff plan, based on your usage patterns.

RIGHT TO A SERVICE CONTRACT



You have a right to request a copy of the service contract before subscribing to the service. Discuss any terms and conditions that you are unsure of with the customer care representatives of the service provider of your choice, before signing the contact.

RIGHT TO INFORMATION



If anything is unclear, you always have the right to request further information from the service provider through its website, retail outlets or customer care representatives.

CONTRACT PERIOD



You may choose to subscribe to an electronic communications service, either for a definite, or an indefinite period. Discuss the options available to you directly with the service provider of your choice.

YOU ARE THE CONSUMER



MALTA COMMUNICATIONS AUTHORITY



The MCA is here to help you with any enquiry you may have! You may wish to view our consumer guides available at www.mca.org.mt



**KNOWLEDGE MAKES FOR WISE CHOICES...
WISE CHOICES MAKE HAPPY CONSUMERS.**

KNOW YOUR RIGHTS.

**GET IN
TOUCH**

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