

NEWSLETTER

Highlights and activities for Weeks 05 - 09 (01.02.16 – 28.02.16)

- A. International Meetings attended by MCA representatives
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A. International Meetings attended by MCA representatives

ECS Galileo – GNSS Programme Committee Meeting

The MCA attended the GNSS Programme Committee meeting. The committee reviewed the initial service readiness for Galileo and exchanged views in relation to the draft Commission implementing decisions 2112/117/EU and decision amending

Implementation Decision C(2014) 809. The various GNSS programmes were also discussed:

- European GNSS evolution
- EGNOS programme
- Galileo programme
- Galileo exploitation

RSPG – 39th Meeting of Radio Spectrum Policy Group (RSPG)

The 39th meeting was held on the 24th February 2016. The RSPG adopted its work programme for 2016 and beyond. A Report on Efficient Awards and Efficient Use of Spectrum and an Opinion on the Future Spectrum Challenges (RSPP Opinion) was also adopted. The Opinion on the Framework Review was adopted and published on the 29th January 2016. A stakeholder workshop to explore the issues under the work programme is planned to be hosted by Ofcom on the 30 March 2016. The next RSPG meeting will be held on the 8 June 2016.

BEREC Plenary – Net Neutrality

The net neutrality workshop organised on February 24 was a part of ongoing BEREC work. BEREC is developing net neutrality guidelines for NRAs on implementing the Telecoms Single Market Regulation (TSM) provisions on net neutrality. To provide an overview of the issues, BEREC invited four experts with academic, legal and technical backgrounds. The debate focused on the following issues:

- co-existence of commercial practices (e.g. zero rating) and the new TSM net neutrality rules;
- traffic management practices allowed under new rules;
- the role and nature of specialised services and how they relate to the new rules; and
- the parameters of internet access quality on which ISPs will be required to provide information.

BEREC will publish its draft guidelines for public consultation after the next plenary meeting on June 2-3 and will organise a public event the following week to share and discuss the conclusions with

stakeholders. The consultation will run until July 15, with the adoption of final guidelines being planned for end of August 2016.

BEREC Plenary

Representatives of the Malta Communications Authority attended the Plenary meetings of the Independent Regulators Group (IRG) and the Board of European Regulators for Electronic Communications (BEREC) which were held back-to-back in Rotterdam on the 25 and 26 February. The meetings were preceded by a Workshop on the implementation of the rules on Net Neutrality. During the meetings the delegates discussed a number of issues in particular the outcome of the workshop and the preparation of the Guidelines on Net Neutrality, the Guidelines on the application of the Roaming Regulation, and the work being undertaken in the wake of the review of the Electronic Communications Regulatory Framework. Three reports were also approved for publication the subject matter being; Over-the-Top Services, the Wholesale Roaming Market and Enabling Internet of Things.

Digital Single Market Strategic Group

The Digital Single Market Strategic Group (DSM SG) is a forum for exchanging ideas and experiences between EU Member States, Non-Members States and with European Commission services and for reviewing the effectiveness of DSM actions and national measures. The main purpose of the group (formerly known as DAE HLG) is to facilitate upstream policy discussions and to prepare the members for policy making and implementation in areas covered by the Digital Single Market. The MCA attended to the first meeting which was held in 24 February 2016 and discussed the DESI outcomes and the effects of digitisation on economic growth and job creation.

BEREC - WG - Net Neutrality

The representative of the MCA participated to a BEREC's Expert Working Group technical meeting during which topic in discussion was 'Internet Neutrality'. Discussion included the preparation of the BEREC guidelines, as required, following the publication of Regulation by the European Parliament and the European Council regarding, amongst others, the internet neutrality issued.

ECS Galileo – Evolution Programme

The MCA attended a meeting of the Galileo Evolution Programme. The meeting focussed on the formulation of an EU wide space strategy that is going to be established by the EC. A public consultation will be launched in March, seeking feedback from stakeholders in the field. A number of MS and non-EU MS presented their views on the new version of Galileo.

BEREC - IRC - Contact network

The MCA attended the 1st meeting of the BEREC / IRG Contact Network for 2016, which took place on 4th and 5th February in Krakow, Poland. This event was hosted by the Polish Office of Electronic Communications (UKE). The main objective of the meeting was to make the necessary preparations for the 26th ordinary plenary meetings of the IRG, the BEREC Board of Regulators and the BEREC Office Management Committee, which took place in Rotterdam, the Netherlands, on 25th and 26th February.

BEREC – Training on Regulatory Framework Session 2

The MCA attended to the second from the four sessions organised by BEREC regarding an overview of the regulatory framework. The second session focus was on access and interconnection, international roaming, regulatory accounting and cost models. The two day course gave an overview of the various mentioned topics like understanding duct access, network setup and other various technical concepts. During the session, it was discussed the concept of roaming and roaming charges but the main focus was on cost modelling and cost calculations. A number of examples were tackled to understand the various cost methods that exist and how these are utilised for various cases.

B. MCA Publications & Website Uploads

1. Malta place in the 'Running Ahead' cluster of EU countries

Published 27th February: <http://www.mca.org.mt/notices-and-announcements/malta-place-running-ahead-cluster-eu-countries>

2. Virtual Unbundled Access to Fibre-to-the-Home. Response to Consultation and Decision

Published 26th February: <http://www.mca.org.mt/decisions/virtual-unbundled-access-fibre-home-response-consultation-and-decision>

3. Revision of Decisions 3 and 4 of the Decision on the Wholesale Access to Data and the Provision of Publicly Available Directory Information Services

Published 24th February: <http://www.mca.org.mt/decisions/revision-decisions-3-and-4-decision-wholesale-access-data-and-provision-publicly-available>

4. Highlights and Activities for Weeks 1 to 4

Published 23rd February: <http://www.mca.org.mt/notices-and-announcements/highlights-and-activities-weeks-1-4>

5. Proposed Decision on Source of Funding for the net cost incurred in providing universal service obligations during 2012

Published 3rd February: <http://www.mca.org.mt/consultations/proposed-decision-source-funding-net-cost-incurred-providing-universal-service-0>

6. Annual Plan 2016

Published 2nd February: <http://www.mca.org.mt/reports/annual-plan-2016>

7. Strategy Update for 2016 - 2018

Published 2nd February: <http://www.mca.org.mt/reports/strategy-update-2016-2018>

8. Highlights and Activities for Weeks 49 to 52

Published 1st February: <http://www.mca.org.mt/notices-and-announcements/highlights-and-activities-weeks-49-52>

C. MCA Events

Press Launch – Free WIFI in the Elderly Homes held on Monday 29th February

The Malta Communications Authority, with the support of public entities and private organisations, has taken on the leading role as the provider of free public access to the Internet for those who are not able to gain access elsewhere, for whatever reason. To date there are over 200 internet access points scattered around Malta and Gozo, installed in public places.

By the end of year, the MCA is planning to have over 300 WIFI connections installed in public areas. Our aim is to have an internet access network that compliments the current wireless internet access infrastructure provided by the local operators with the objective of making Malta a truly digital nation.

With the support of the Parliamentary Secretariat for Active Ageing and Rights of People with Disability, the Authority is marking the extension of the MCA free internet access to places frequented by the elderly.



D. Media participation

MCA representatives' participation in radio and television programmes.

1. Radio

- 24.02.16: 'L-Informatika u s-Socjeta' – Radju Marija
(Yanika Cassar – Id-Drittijiet u l-obbligi tal-konsumatur meta jabbona ghal servizz tal-komunikazzjoni elettronika?)
<http://bit.ly/1KX8KBM>
- 17.02.16: 'L-Informatika u s-Socjeta' – Radju Marija
(Yanika Cassar – Is-servizzi li tirregola l-MCA u l-ilmenti komuni li rceviet l-MCA fis-sena 2015)
<http://bit.ly/1QmKMjC>
- 10.02.16: 'L-Informatika u s-Socjeta' – Radju Marija
(Matthew Schembri – L-użu tal-Internet)
<http://bit.ly/1T3Tzt2>
- 03.02.16: 'L-Informatika u s-Socjeta' – Radju Marija
(Odette Vella mill-Uffiċċju tal-Affarijiet tal-Konsumatur – Id-Drittijiet tal-konsumatur meta wiehed jixtri onlajn)
<http://bit.ly/21CVgPO>

2. Television

- 22.02.16: 'Skjetti' – TVM
(Mark Spiteri – Revenge Porn)
- 22.02.16: 'Twelveto3' – TVM
(Mark Schembri – Internet Banking)
<http://bit.ly/1Th7bl4>
- 08.02.16: 'Twelveto3' – TVM
(Mark Spiteri – Safer Internet Day #SID16)
<http://bit.ly/1VMu2Te>

E. Legal Updates

Pending lawsuits

- ➔ 29th February: Melita Cable plc vs Il-Ministru għall Kompetitivita u komunikazzjoni et – pending before the Court of Appeal (Superior) – *Case withdrawn by Melita Cable plc*
- ➔ 29th February: Kunsill Lokali Hal-Lija et vs. Melita et (pending before First Hall) adjourned to 14th March 2016 for Court's decision
- ➔ 9th February: Melita plc vs Direttur Generali (Konsumatur) et – contestation by Melita of an administrative fine imposed following the carriage of advertising considered to be misleading. Is pending before the Competition and Consumer Appeals Tribunal. Parties declared that they have no further evidence. Adjourned for written submissions by parties to 28th June 2016.

Inter-operator disputes

Dispute by Melita plc vs Vodafone Malta Limited alleging breach of the MCA's Broadband Internet QoS Framework Decision – receipt of submissions – preliminary investigations.

Publication of laws

- L.N. 53 of 2016 – Electronic Communications (Regulation) Act (Exemption) (Amendment) Order, 2016
- Bill No. 144 – 'An Act to amend the Utilities and Services (Regulation of Certain Works) Act, to implement measures to reduce the cost of deployment of high-speed electronic communications networks, to make provision with respect to matters ancillary thereto or connected therewith and to provide for certain matters relating to electronic communications.

F. International News

REGULATION

European Commission *A New Monitoring Framework for the Digital Economy and Society*

Digital technology is fundamentally changing our lives and the way companies do business. A new Framework sketches digital policy developments and outlines the main data requirements to monitor European polices, information and communication technologies as well as their impact on the economy and society in the period 2016-2021 [\[read more\]](#).

European Commission *Contributions and Preliminary Trends of the Public Consultation on Standards in the Digital Single Market: Setting Priorities and Ensuring Delivery*

The public consultation on the adoption of a Priority ICT Standards Plan which has been proposed in the Digital Single Market (DSM) strategy was held from 23 September 2015 until 04 January 2016 [\[read more\]](#).

Out-Law.com *UK Wins Support from Nine other EU Countries on Reforms to EU Telecoms Rules*

In recent months the UK government has been vocal on how proposed reforms to EU telecoms laws should look, following the launch of a Commission review of existing rules in September last year. The Commission has said it intends to use the views it gathers through its review to inform new "regulatory proposals" expected to be published later this year [\[read more\]](#).

The Verge *UK Politicians Green-Light Plans to Record Every Citizen's Internet History*

Surveillance legislation proposed by the UK last November has been examined in detail by the country's politicians, with a new report recommending 86 alterations, but broadly approving the powers requested by the government [\[read more\]](#).

BBC *India Blocks Zuckerberg's Free Net App*

India's telecoms regulator has blocked Facebook's Free Basics internet service app as part of a ruling in favour of net neutrality. The scheme offered free access to a limited number of websites [\[read more\]](#).

Mashable *As of today, Google, Apple and Amazon Won a big Battle to Bring you Cable TV*

The US government took its first big, official step to end that system. The Federal Communications Commission has adopted a series of proposed rules that would allow customers to begin using cable boxes from companies other than their cable provider [\[read more\]](#).

Total Telecom *Apple Refuses Court Order to Create iPhone Backdoor*

Apple has refused an order from a US judge to help the FBI access the contents of an iPhone, saying that it sets a dangerous precedent that could jeopardise the privacy and security of its customers [[read more](#)].

The Verge *BT must Open up Network to Competitors, says British Watchdog*

British telecoms giant BT must open up its huge network of fibre and copper cables to competitors according to Ofcom, the regulatory body for the country's telecommunications industry [[read more](#)].

Ars Technica *BT to Ofcom: Don't waste time in Brussels—accept our deal on Openreach*

BT has urged Ofcom to choose a "shortcut" over any formal route with competition officials in the European Commission, following the communications regulator's call for the one-time state monopoly to open up its network to rivals in the UK [[read more](#)].

Out-Law.com *Europe unlikely to Follow US Direction in iPhone Backdoor Fight, says expert*

The FBI has asked Apple to create a new version of the iPhone operating system that will circumvent security features, and to install it on an iPhone that was recovered during the investigation into a terrorist attack in San Bernardino in 2015, Cook said in a 'customer letter' on Apple's site [[read more](#)].

SPECTRUM

Policy Tracker *European Commission Makes Legislative Proposal for UHF Band*

In a PolicyTracker interview Commission vice president Andrus Ansip says broadcasters will have to move out of 700MHz by 2020 at an estimated cost of around €667 million. He said the move was "a precondition for the successful implementation of 5G in Europe" [[read more](#) – subscription required].

Advanced Television *EBU Concerned at EC Spectrum Proposals*

European public broadcasting alliance the EBU has expressed concerns as the European Commission unveils its proposals for the future of UHF spectrum. According to the EBU, these proposals place a heavy burden on broadcasters currently investing and innovating on the Digital Terrestrial Television (DTT) platform in UHF [[read more](#)].

Total Telecom *GSMA Slams India's 700-MHz Reserve Price*

The GSMA has expressed dismay at India's reserve price for 700-MHz spectrum, warning that it could put off potential bidders [[read more](#)].

Policy Tracker *Brussels UHF Proposal "changes the balance" of Lamy Report*

The PMSE industry has joined broadcasters in voicing disquiet over the European Commission's proposal, while Ericsson says SDL at 470-694MHz is the first stage of a "graceful transition" to DTT moving out of the band entirely [[read more](#) – subscription required].

Techpinions *What is LTE-U and Should You Care?*

LTE-U is a proposal to use commercial 4G LTE cellular services as we know them today, in 500MHz of the 5GHz unlicensed band, which is also used for Wi-Fi. It is considered 'unlicensed' because the operators would not have to buy separate, licensed spectrum in order to operate LTE-U services [[read more](#)].

Policy Tracker *Netherlands to Auction DTT Licence in 700MHz Band this Year*

Dutch communications minister Henk Kamp has pledged to put the country's digital terrestrial TV (DTT) licence up for auction this summer. The successful bidder will have to stop using the 700MHz band by the end of 2019 [[read more](#) – subscription required].

Policy Tracker *Is it time to revise ITU categories?*

The ITU classifies spectrum bands as "mobile," "fixed," "broadcast" and so on. But as the boundaries between these categories blur, bands should be differentiated by the interference levels they generate, not their uses, argue Martin Cave and William Webb [[read more](#) – subscription required].

Policy Tracker *CEPT to Study Interference Caused by Drones*

Pan-European regulatory body CEPT will issue a report this year on the growing problem of remotely piloted aircraft systems (RPAS or drones) causing interference in several spectrum bands [[read more](#) – subscription required].

Total Telecom *Google Opts Out of Upcoming US Spectrum Auction*

Google will not part in the mobile spectrum auction that is due to take place in the US next month. Citing a spokesperson for the company, Reuters reported that the Internet giant plans to follow the auction proceedings closely, but has not registered as a bidder [[read more](#)].

Policy Tracker *US Spectrum Licence Fee Proposal Unlikely to Succeed*

President Barack Obama's final budget proposal seeks to authorise the Federal Communications Commission to set fees for unauctioned spectrum licences. But the idea has been tossed around before without going anywhere and isn't expected to win approval now [[read more](#) – subscription required].

INTERNET

Advanced Television *New UK Homes to Have Superfast Broadband*

The government has worked with Openreach – BT’s local access network business – and the Home Builders Federation (HBF) on an agreement which aims to deliver superfast broadband connectivity to new build properties in the UK [[read more](#)].

Ars Technica *16 Million Americans Have No Wired Broadband Access, Not Even at 4Mbps*

Internet service providers and Republicans in Congress have been criticising the Federal Communications Commission for a report that declares broadband service isn't being deployed quickly enough to all Americans [[read more](#)].

Ars Technica *UK Government Inks Deal with BT to Bring “Superfast Fibre” to Newly Built Homes*

BT has bagged a contract with the UK government to bring faster broadband connections to newly-built homes in Blighty. The department of culture, media, and sport—which oversees the rollout of taxpayer-funded broadband in the UK—trumpeted the deal with BT as one that would "deliver superfast broadband connectivity to new build properties" in the country [[read more](#)].

Total Telecom *3UK, 3 Italia to Roll Out Ad Blocking*

3UK and 3 Italia are rolling out network-level ad blocking to give customers more control over their privacy and data usage, it has emerged [[read more](#)].

INNOVATION

Engadget *Alphabet Earnings Shows Just How Much Google's 'Other Bets' Are Losing*

The newly-minted Alphabet (made up of Google proper and the variety of ventures that make up the "Other Bets" the company is involved in) has just released its first full quarter of financial data under its new structure [[read more](#)].

Tech Crunch *WhatsApp Hits One Billion Users, Remains In Search Of Revenue*

Just over a week after announcing the scrapping of the Facebook-owned messaging service’s \$0.99 annual fee, WhatsApp announced that the product now has 1 billion users [[read more](#)].

The Memo *Britain’s First Driverless Cars are rolling Out in April*

In just two short months the first driverless cars will be hitting roads in Britain. The London district of Greenwich will play host to two trials of self-driving cars, the first a £5.5m joint project from Bosch, Jaguar Land Rover, Direct Line and others [[read more](#)].

European Commission *Have your say on Future and Emerging Technologies and Mathematics in Horizon 2020*

Which emerging fields of technological research should the EU be investing in? What novel areas of science, mathematics and technology would benefit from deeper exploration? Share your views by April 30th and help the EU identify where to focus its future work in Horizon 2020 – the EU's research and innovation framework programme [[read more](#)].

Total Telecom *GSMA Releases IoT Security Guidelines*

The GSMA has released a set of security guidelines for the Internet of Things (IoT) in a bid to ensure services are reliable and trustworthy [[read more](#)].

Total Telecom *BT tests G.fast for copper-based backhaul*

BT has claimed a world first by successfully using G.fast to operate a cloud RAN (C-RAN) over copper lines. C-RAN is designed to improve the performance and lower the cost of operating mobile networks by virtualising and centralising a cell tower's baseband unit (BBU) and connecting it to the tower's transmitters via a dedicated fibre link [[read more](#)].

The Memo *Should the Rest of the Sharing Economy get a Tax Break?*

Airbnb has boomed in recent years, but its success in the UK hasn't been entirely of its own making, now other sharing economy apps want the same treatment [[read more](#)].

The Memo *What the heck is... Mobile World Congress?*

If you haven't noticed, it's a big week in the world of mobile. From smartphones to smart homes, this week the world's biggest tech giants are descending on the usually quiet Barcelona for Mobile World Congress. Think of it as an annual pilgrimage to tech mecca, or Europe's answer to CES [[read more](#)].

ERR.ee *Estonia Plans to Legalise Uber*

A bill to legalise ride-sharing services such as Uber, Taxify, Hopp and Wisemile as a new category of service called "negotiated passenger transport" will reach the Riigikogu next week, Postimees reported [[read more](#)].

The Memo *Biometric Banking has Arrived: HSBC Dumping PINs for Your 'Voice Print'*

Even before exciting new mobile banks like Atom Bank and Tandem launch, the old guard of traditional high street banks are upping their digital savvy [[read more](#)].

European Commission *More than Smartphones: White Paper shows how 5G will transform EU Manufacturing, Health, Energy, Automotive, Media & Entertainment Sectors*

5G networks and services will be available from 2020 and will be the backbone of our future economy and society. Today at the Mobile World Congress, the European Commission and the 5G Public-Private Partnership (5GPPP) have outlined how the manufacturing, health, energy, automotive, media and entertainment sectors could use 5G to digitise their business models and what performance targets 5G should deliver for them to adopt it [[read more](#)].

Out-Law.com *Car makers and Telecoms Bodies to Jointly Prioritise New Standards for Connected and Autonomous Vehicles*

New areas for standardisation that could aid with the development of new connected and autonomous vehicles will be identified by car manufacturers and telecoms companies in collaboration, industry bodies have said [[read more](#)].

The Economist *Air Passengers are being Offered More Ways of Getting Online*

LAST week Icelandair unveiled what it described as Europe's first "gate-to-gate" Wi-Fi service on most of its routes. It says onboard internet will now be switched on from the moment passengers board the plane to when it reaches the gate at the other end—including during takeoff and landing [[read more](#) – subscription may be required].

Out-Law.com *Ad Blocking Debate has Potential to Shape the Telecoms Market of the Future, says expert*

The growing debate about the legitimacy and effects of 'ad blocking' could shape how the telecoms market will look like in future, an expert has said [[read more](#)].

eCommerce Times *MasterCard Will Put Selfies to Work for Authentication*

MasterCard has announced facial recognition and fingerprint technology that essentially would allow customers to take selfies to help authenticate their identity when engaged in mobile shopping [[read more](#)].

MERGERS & ACQUISITIONS

Total Telecom *Ofcom CEO Issues Stern Warnings over 3UK/O2 Merger*

Ofcom CEO Sharon White made clear her opposition to 3UK parent Hutchison's proposed acquisition of O2, warning that it could lead to higher prices, disruption to networks, and less choice for customers [[read more](#)].

Total Telecom *Hutchison Pledges Price Freeze, Capacity Sale to Win over Brussels*

CK Hutchison made a series of promises in an attempt to win European Commission support for its planned acquisition of O2 in the U.K., including a pledge to freeze prices for five years, a hefty investment plan, and the sale of network capacity to enable more competition in the market [\[read more\]](#).

Bloomberg *Hutchison Said to Face EU Antitrust Hurdle Over O2 Deal*

CK Hutchison Holdings Ltd. received a statement of objections cataloguing European Union concerns over its plans to create the UK's biggest mobile-phone business by combining its Three unit with Telefonica SA's O2, according to a person familiar with the case [\[read more\]](#).

Total Telecom *Netherlands Merger with Liberty Global Costs Vodafone €1bn*

Vodafone and Liberty Global have announced that they have finalised an agreement to merge their operations in the Netherlands into a 50:50 joint venture [\[read more\]](#).

Total Telecom *Regulators Wrong to Fear Price Rises from Consolidation – Vodafone CEO*

European telecoms regulators' fears over in-market consolidation bringing higher prices for consumers are misplaced, Vodafone CEO Vittorio Colao has insisted. "The concern on pricing is overblown," he said, speaking to the media on the sidelines of Mobile World Congress [\[read more\]](#).

POST

eCommerce News *Amazon Wants to Open Parcel Locker Network across Europe*

Amazon is on the verge of opening a network of parcel lockers across Europe, so customers can pick up their own orders. Amazon already has such lockers in the United States and the United Kingdom, but it posted several job adverts recently suggesting it wants to have a broader range of pick-up options in continental Europe [\[read more\]](#).

TELEVISION

The Verge *FCC Chairman says 'history shows' his Cable Box Proposal will Spur Innovation*

Nearly two weeks after introducing his proposal to overhaul the set-top box market, and nearly two weeks after being on the receiving end of cable companies' criticism, FCC chairman Tom Wheeler took to Variety's "PopPolitics" SiriusXM radio show to defend his recent proposal [\[read more\]](#).

Advanced Television *Survey: Americans Fed up with their Pay-TV Service*

A nationwide survey conducted online by Harris Poll on behalf of TVfreedom – a coalition of local broadcasters, community advocates, network television affiliate associations, multicast networks, manufacturers and other independent broadcaster-related organisations committed to helping protect consumer interests – suggests that most Americans are fed up with their pay-TV service [[read more](#)].

Advanced Television *Spain: New Vodafone TV service*

Vodafone Spain is breaking into the ADSL, XDSL and VDSL market with the launch of a new TV service next month in direct competition with Telefónica [[read more](#)].

eCOMMERCE

Out-Law.com *Online Dispute Resolution Platform now Operational*

A new platform to help businesses and consumers in the EU resolve disputes is now operational. Many companies are required under EU law to provide a link to the online dispute resolution (ODR) platform on their websites and also seek to address consumer complaints through alternative dispute resolution (ADR) schemes which the ODR platform has been set up to advertise [[read more](#)].

INFORMATION SOCIETY

Telecoms.com *Worldwide Mobile Penetration Reaches 100% for the First Time – Ericsson*

Numbers released by Ericsson claim the number of worldwide mobile subscriptions has surpassed global population for the first time [[read more](#)].

Advanced Television *Nearly 36m Fibre Subscribers in Europe*

The number of fibre to the home (FTTH) and fibre to the building (FTTB) subscribers in Europe increased by 19 per cent over the first nine months of 2015, reaching more than 35.9 million FTTH/B subscribers [[read more](#)].

European Commission *Contributions and Preliminary Trends of the Public Consultation on the eGovernment Action Plan 2016-2020*

The public consultation on the new eGovernment Action Plan 2016-2020 was carried on from 30/10/2015 to 22/1/2016. eGovernment is part of the actions for completing the Digital Single Market. Its objective was to gather evidence and views on eGovernment in the EU from individual citizens, businesses or private organisations, and from national/regional/local public administrations in order to prepare for the new eGovernment Action Plan 2016-2020 [[read more](#)].

CONSUMER PROTECTION

European Commission *Europe's Emergency Number 112 Known by Half of Europeans: EC acts to Inform Young People*

11 February is European 112 Day, a day aimed at raising public awareness of Europe's emergency number, 112. This year in August will be 25 years since 112 number was introduced, yet a survey shows that only half (48%) of EU citizens could spontaneously identify 112 as the number that allows them to call the police, fire brigade or medical services anywhere in the EU at no cost [\[read more\]](#).

Total Telecom *Ofcom study shows fall in customer satisfaction*

Regulator's 10th annual consumer experience report reveals rise in broadband, pay TV complaints [\[read more\]](#).

MOBILE WORLD CONGRESS

Telecoms.com *5G Collaborations get seriously Talked-up at MWC 2016*

As the EU and Brazil used Mobile World Congress to sign a co-development agreement over 5G, equipment vendors and telco partners have been keen to announce their collaborative efforts [\[read more\]](#).

Telecoms.com *Nokia Demonstrates 5G Breakthroughs at MWC 2016*

Nokia has used Mobile World Congress 2016 to showcase its advances in speed and security, with a number of 5G breakthroughs and the promise of tighter security through a new acquisition [\[read more\]](#).

Telecoms.com *IoT Partnerships Dominate MWC 2016*

Mobile World Congress in Barcelona has seen a variety of global telcos, equipment makers and industries announce their partnership plans as IoT continues to come closer to realisation [\[read more\]](#).

Total Telecom *Consumer Demand for Content Outstrips Smartphone Capabilities*

The increasing amount of content being created and stored by consumers on mobile devices is pushing smartphones to the limit when it comes to storage, according to new research published on the opening day of Mobile World Congress 2016 [\[read more\]](#).

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