CURRENT ISSUES, EVENTS & DEVELOPMENTS

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NEWSLETTER

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A. International Meetings attended by MCA representatives

CEPT Workshop on Machine-To-Machine Communications (M2M)

The MCA representatives participated in the CEPT Workshop on Machine-To-Machine Communications (M2M) that was held on 21-22 March 2016 in Mainz, Germany. The aim of the workshop was to understand better the spectrum as well as numbering and addressing harmonisation needs of existing and future M2M applications.

BEREC Training on Regulatory Framework Session 3

This was the third session of the BEREC training course which main focus of the topic was broadband from a theoretical aspect dealing with the development of broadband and the understanding of broadband perspective.

BEREC –Benchmarking Working Group

An MCA representative participated in the kick-off meeting of the Benchmarking Working Group. Discussions were centred around bundles and how OTTs services are featuring within new product offering.

CeBIT Glbobal Conferences

An MCA representative attended this year's CeBit expo in Hanover. This year's CeBit featured a start-up area entirely focused on start-up induced innovation, disruption and talent. Exhibits included various solutions clustered by theme or accelerator.

RSCOM - Radio Spectrum Committee

The 55th meeting of the RSCOM considered a number of issues relating to the harmonisation of the radio frequency spectrum in the European Union. In particular, it approved a draft decision aimed to harmonise the technical conditions for the availability of the 700 MHz for mobile applications.

Evaluation of the Termination Rates Recommendation Workshop BEREC- WG - Termination Rates

The Commission organised a workshop to evaluate the Termination Rates Recommendation published in 2009 and the results in the market that have been noticed since its implementation. For this reason, the Commission have commissioned TERA Consultancy to do the study. This workshop discussed TERA's findings.

ECS - Gallileo

The MCA attended the 44th Galileo administrative board meeting. The board reviewed the current status of Galileo services and discussed in detail the activities and operations of the Galileo Supervisory Authority (GSA). The election of the Chair and vice-Chair scheduled for the meeting was postponed to the next board meeting due to a tie in the number of votes.

Various GNSS programmes were also discussed:

- Galileo programme status and risks; and
- Galileo exploitation and marketing.

ENISA - Security and Network Integrity

The MCA attended to the 18th Article 13a Expert Group (EG) Meeting which took place between the 10th and 11th March in Budapest. The event was hosted by NMHH, the National Regulatory Authority of Hungary. The purpose of the meeting is to discuss issues and share ideas related with the implementation of Article 13a of the Universal Service Directive).

IS - ICT for all - Managing CTLCs

The MCA attended the Telecentre Europe General Assembly (GA) which took place on the 3rd and 4th March, in Amsterdam. This event was hosted by Microsoft. The assembly is composed of all Telecentre Europe's member organisations represented by one chosen delegate and is held once a year. It is dedicated exclusively to members where each delegate has a voting right on discussed activities, proposals and overall development of Telecentre Europe.

ERGP - WG - Regulatory Accounting/Price Regulation

The subgroup relates to Regulatory Accounting and Price Regulation of Postal Services. During the meeting, the subgroup discussed the comparative working methods for considering efficiency of postal operators. A report will be drafted on the basis of this meeting as well as a questionnaire that will be sent to NRAs at a later stage.

B. MCA Publications & Website Uploads

1. **Standard and Itemised Billing - Response to Consultation and Decision**
Published 30th March: http://bit.ly/1Ytcnkn

2. **Launch of a new online dictionary of Maltese**
Published 29th March: http://bit.ly/20AUrpK

3. **Highlights and Activities for Weeks 5 to 9**
Published 28th March: http://bit.ly/1VluOcI

4. **Wholesale call origination on the public telephone network provided at a fixed location in Malta**
Published 21st March: http://bit.ly/1S9G0Wj

5. **Locally developed eBusiness solutions recognised at the MCAs 5th edition of the eBusiness Awards**
Published 17th March: http://bit.ly/256r8id

6. **Decision on Source of Funding for the net cost incurred in providing universal service obligations during 2012**
Published 10th March: http://bit.ly/22tCUPz

7. **Key market indicators for electronic communications and post: Q1 2011 to Q4 2015**
Published 10th March: http://bit.ly/1Vlp2b8

8. **Expression of Interest- Call for partners in a potential ERDF project relating to Assistive Technology**
Published 8th March: http://bit.ly/1SMgwMa

9. **Final decision further to GO's failure to notify the MCA about changes to the terms and conditions of subscriber contracts**
Published 2nd March: http://bit.ly/1Wrbbj9

C. MCA Events

29th March 2016: Press launch of a new online Maltese Dictionary

During a press conference, the MCA together with the Vodafone Foundation, the Institute of Linguistics at the University of Malta and the National Council for the Maltese Language, officially launched a new online dictionary of Maltese. The new multilayered tool is the latest online resource supporting the Maltese language. This resource is a result of a partnership between the Malta Communications Authority, the University of Malta, the National Council for the Maltese Language and co-financed by the Vodafone Foundation and Infusion Solutions. An awareness campaign will follow the launch. This dictionary is a constant work-in-progress. The intention is to keep on updating this resource based on user feedback. The public is therefore strongly encouraged to make use of in-built feedback facilities to suggest new additions or other updates.

The dictionary is available at www.maltesedictionary.org.mt and also a freely downloadable app available on Android devices.

22nd March 2016: 12th eCommerce Forum

During the Forum, held at the Le Meridien Hotel in St. Julian's, the MCA reviewed the eCommerce Strategy, analysed the adoption of eCommerce by the Crafts sector and presented guideline on how to optimise the online customer experience together with a panel discussion with various experts in the industry.

16th March 2016: The 5th edition of the MCA eBusiness Awards 2015

The 5th edition of the MCA's eBusiness Awards were held at the InterContinenal Hotel in St. Julian's. The MCA eBusiness Awards have become an important annual appointment in the calendar of ICT activities in Malta. They are an opportunity to showcase and encourage new ideas and best practices in the field of eBusiness.

This year's categories are:

1) Best App

2) Best BSB Application

3) eCommerce Site (B2C)

4) Best eGovernment Initiative

5) Best ERP Solution

6) Best ICT academic project with an eBusiness Theme

7) Best Tech Start-Up

8) Best use of Social Media

This year, 23 solutions, from eight different categories, made it to the final. Two new categories were added to this years' edition - the best Tech Start-up and the best ERP system.

11th March 2016: Press Launch 'XiriOnlajn', an eCommerce educational project for the elderly

Following the successful delivery of the programme, *leħendiġitali.com*, and considering that many companies now actively use the Web as a key marketing and sales vehicle for their goods or services - the MCA with the support of Parliamentary Secretary for Rights of Persons with Disability and Active Ageing launched the new programme -'XiriOnlajn' - that aims to facilitate the life of the elderly, enabling them to purchase goods or pay bills from the comfort of their house.

The Hon. Justine Caruana, and Hon. Jose' Herrera, Parliamentary Secretary for Competitiveness and Economic Growth within the Ministry for the Economy, Investment & Small Business, made an address at the opening of this launch.

D. Media participation

MCA representatives' participation in radio and television programmes.

1. Radio

30.03.16:   'Newsline' – Radju Malta

(Mark Spiteri – Maltese Dictionary Online)

Part 1: http://bit.ly/1V1gYwr

Part 2: http://bit.ly/1V1h4nH

23.03.16:   'L-Informatika u s-Soċjetà' – Radju Marija

(Maurice Aquilina – Director, M7Alpha Creative Studios, Kelly Steer – Student Faculty of ICT at the University of Malta, Nicholas Vella + Marcelle Attard, MCA Project Coordinators – 5th edition of the MCA eBusiness Awards 2015)

http://bit.ly/1Xvgn3S

16.03.16:   'L-Informatika u s-Soċjetà' – Radju Marija

(Joanne Deguara & Joswell Micallef, Digital Outreach, MITA – Is-servizzi tal-eGovernment)

http://bit.ly/1N8oOSe

09.03.16:   'L-Informatika u s-Soċjetà' – Radju Marija

(Thea Tanti – L-użu tal-ICT min-nies vulnerabbli)

http://bit.ly/1RTW2Vw

02.03.16:   'L-Informatika u s-Soċjetà' – Radju Marija

(Suzanne Garcia Imbernon, Office of the Commissioner for Children – L-użu sigur tal-Internet għat-tfal)

http://bit.ly/1qQXK00

2. Television

30.03.16:   'Newsfeed' – NET

 (Mark Spiteri – Maltese Dictionary Online)

http://bit.ly/23uczqz

26.03.16:   'Gadgets' – TVM

(The 5th edition of the MCA eBusiness Awards 2015)

http://bit.ly/1TR68b0

21.03.16:   'Twelveto3' – TVM

 (Alistair Farrugia + Shirley Pulis Xerxen – Entrepreneurship)

http://bit.ly/1qQUiT2

07.03.16:   'Twelveto3' – TVM

(Mark Borg Dingli – Lifelong Learning)

http://bit.ly/23ucsLI

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E. Legal Updates

Pending lawsuits:

➔ 2nd March: Av. Paul Edgar Micallef noe vs Melitanet – contestation of authorisation fees due to the MCA. Pending before the Court of Magistrates. Case adjourned to the 27th April 2016.

➔ 10th March: Vodafone Maltas Ltd et vs MCA – contestation of legal interception fees. Pending before the First Hall. Case adjourned for the 15th June 2016 for the conclusion of evidence.

➔ 14th March: Kunsill Lokali Hal-Lija et vs. Melita et – request for the removal of an antenna becuase of alleged health issues. Decided by First Hall against plaintiffs.

➔ 14th March: Arbitration sitting – Elmo Insurance vs J. Fenech – accident involving MCA van. Continuation of evidence adjourned to 11th April 2016.

Inter-operator disputes:

➔ Inter-operator Complaint by Melita plc vs Vodafone Malta Limited alleging breach of the MCA's Broadband Internet QoS Framework Decision. Receipt of submissions and response thereto. Evaluation of submissions and documentation.

➔ Inter-operator dispute by Vodafone Malta Limited versus GO plc relating to duct sharing. Evaluation of submissions made by both parties.

➔ Inter-operator complaint by Vodafone Malta Limited versus GO plc and SmartCity in relation to access to ducts within SmartCity. Complaint has been forwarded to GO and SmartCity for their response.

F. International News

REGULATION

European Commission *High-quality and High-speed Internet Access Vital to Achieve a Digital Single Market*

The Commission published the first results of two public consultations, one on Europeans' broadband needs and the other focusing on the review of current EU telecoms rules [read more].

Tech Week Europe *Snoopers' Charter Revisions 'Don't Fix Flaws'*

The Investigatory Powers bill is being rushed through in spite of significant concerns, according to critics [read more].

Advanced Television *FCC: STB Proposal about Open vs Closed Standards*

FCC Chairman Tom Wheeler has refuted suggestions that the Commission's proposal to introduce competition into the set-top box marketplace will require changes in the programming business practices of pay-TV providers or require consumers to purchase new boxes; nor will it harm minority programming opportunities, contending that the proposed rulemaking is about whether the standard for set-top boxes should be a closed standard or an open standard [read more].

EurActiv *Leaked German Government document Calls for Softer Telecoms Rules*

Germany's leaked position paper on the upcoming EU telecoms reform tells the executive to lighten up on regulation and give its national telecoms authority more power [read more].

Total Telecom *Portugal Telecom Selling off its Copper*

The economics of rolling out fibre-to-the-home (FTTH) vary considerably by market, but in one major European market the picture looks rosy enough that the incumbent plans to rip out its legacy copper access network within the next few years and concentrate solely on fibre [read more].

Total Telecom *FCC proposes Broadband Subsidy*

The U.S. Federal Communications Commission has proposed a broadband subsidy to make Internet access more affordable for low-income households [read more].

The Verge *FCC wants Internet Providers to ask your Permission before Sharing Data*

The Federal Communications Commission hopes to strengthen rules around online privacy. The Commission is circulating a proposal that would require internet service providers — like Comcast, Verizon, and AT&T — to get your permission before sharing information about you with many outside parties [read more].

European Commission   *Have your Say on Fixed and Mobile Termination Rates*

The European Commission has launched a public consultation on fixed and mobile termination rates. The European Commission has opened a public consultation on the Evaluation of the Termination Rates Recommendation (TRR) of 2009, as part of the European Commission's Digital Single Market (DSM) Strategy [read more].

EurActiv   *ECJ Wi-Fi Opinion could boost Free Internet in Europe*

A new legal opinion from the European Court of Justice (ECJ) could topple Germany's tight restrictions on free Wi-Fi—and internet service providers say it might also help boost the number of free Wi-Fi points across Europe [read more].

Ars Technica   Why Tom Wheeler Rejected Broadband Price Caps and Last-mile Unbundling

When the Federal Communications Commission voted to regulate Internet providers as common carriers under Title II of the Communications Act last year, Chairman Tom Wheeler made it clear that the FCC could have imposed even stricter requirements [read more].

European Commission   *First Results of the Roaming Public Consultation*

The results of the public consultation show that larger operators, including many historic incumbents, generally think that the wholesale roaming markets (i.e. the prices that operators charge each other for the use of their networks) within the EU are competitive while the smaller and virtual network operators think that the wholesale roaming market is overpriced [read more].

European Commission   *European Commission halts Austrian proposal to charge different Termination Rates depending on where the call Originates*

The Commission has opened an in-depth investigation of the Austrian telecoms regulator's intention to allow Austrian operators to differentiate fixed and mobile termination rates based on the Member State where the call originates [read more].

Advanced Television   *UK: Government targets Landline Fee*

Households subscribing to broadband packages would be exempted from the standing rental charge on their landline if they don't use it, under proposals from the Culture minister Ed Vaizey has said the charges of around £18 a month are "outdated" [read more].

Total Telecom   *Ofcom orders BT to up its game in Business Services Market*

Ofcom called on BT to speed up the installation of leased lines to business customers and to reduce the wholesale prices it charges for such lines [read more].

The Verge *A new Bill would force Prepaid Phone buyers to register themselves*

A bill proposed this week would require people to provide identification and officially register themselves when buying a prepaid phone. Representative Jackie Speier, who introduced the bill, called the prepaid phone "loophole" an "egregious gap in our legal framework" that allows terrorists and criminals to prosper [read more].

Engadget *FCC expands Lifeline to Help low-income Americans afford Internet*

The FCC has voted 3-2 to approve expanding its Lifeline program that has subsidised phone and prepaid wireless access for low-income Americans since the 80s, so that now it covers internet access too [read more].

NPR *FCC votes to propose new Privacy Rules for Internet Service Providers*

The Federal Communications Commission is officially proposing to begin regulating how Internet service providers handle user privacy. The agency is looking to restrict the companies' ability to share with advertisers and other third parties the information they collect about what their customers do online [read more].

SPECTRUM

Policy Tracker *Brussels is Looking beyond 5G Towards 1,000GHz*

With a budget of €18 million, the European Commission is hoping to fund projects exploring the "novel use" of spectrum from 90GHz to the terahertz bands [read more – subscription required].

Policy Tracker *ITU Considers which 5G Bands to Harmonise for IoT*

Study groups are looking into identifying harmonised frequency bands above 24GHz for some Internet of Things (IoT) applications as part of the development of IMT-2020, says Colin Langtry, Chief of the Radiocommunication Study Groups Department at the ITU [read more – subscription required].

Policy Tracker *EC Seeks to Restrict National Freedom to Negotiate at WRCs*

The European Commission has taken the Council of the European Union to court, claiming the latter should have forced member states to toe the EU line at WRC-15 [read more – subscription required].

Policy Tracker *Brussels Legal Action includes Swipe at Three Member States*

As previously reported by Policy Tracker, the European Commission (EC) has taken the Council of the European Union to court, claiming it should have forced member states to follow the EU position at WRC-15 instead of adopting a non-binding approach [read more – subscription required].

Policy Tracker   *Brexit could give UK more Flexibility on Spectrum policy but less International Influence*

A UK outside the EU would no longer be bound by EU spectrum decisions, said Mike Goddard, international spectrum policy advisor at consultancy Real Wireless. However, Britain would "likely follow such decisions in most cases" in order to take advantage of the economies of scale of equipment supply, facilitate international roaming and minimise cross-border interference, he said [read more – subscription required].

Policy Tracker   *RSPG calls for Spectrum Targets to be Omitted from RSPP*

The target of finding 1200MHz for mobile broadband by 2015 has been reached and spectrum sharing should play a bigger role, says the Radio Spectrum Policy Group (RSPG) in its opinion on the review of the Radio Spectrum Policy Programme (RSPP) [read more – subscription required].

Policy Tracker   *European Commission Harmonises Spectrum for Video PMSE*

Brussels has allocated the 2010-2025MHz band to portable or mobile wireless video links and wireless cameras used for programme making and special events (PMSE) [read more – subscription required].

Advanced Television   *Ofcom Targets 2020 700MHz Clearance*

UK communications regulator Ofcom is consulting on proposals to make use of 25MHz of spectrum in the 700MHz band – known as the 'centre gap' – for mobile data [read more].

Advanced Television   Italy wants more time to give up 700MHz Band

Italy is seeking more time for broadcasters to give over the 700MHz frequency band for mobile broadband use [read more].

Policy Tracker   *EBU calls on Commission to Commit to Compensation and Sharing Studies before 700MHz Clearance*

The European Broadcasters Union says LTE in 800MHz in Italy and Sweden is damaging DTT services and Brussels' 700MHz proposal risks "disenfranchising large swathes of the population" [read more - subscription required].

Policy Tracker   *UK Regulator says PPDR Should not Feature in new 700MHz Band Plan*

Ofcom is consulting on maximising the benefits of the clearance of 700MHz, considering five potential uses for the 25MHz "centre gap" (733-758MHz). The provisional view is that additional mobile downlink services would be the best use of the spectrum, while other services, including PPDR, would not [read more – subscription required].

Policy Tracker   *RSPG wants more Clarity on 5G Spectrum*

The Radio Spectrum Policy Group (RSPG) has asked for greater clarity from its members and from industry as to which bands are needed for 5G - in particular, whether additional spectrum will be needed for service or for capacity [read more – subscription required].

Advanced Television   *Ofcom consults on 700MHz Clearance*

In November 2014, UK communications regulator Ofcom decided that the 700MHz spectrum band – which currently houses digital terrestrial television (DTT) and wireless microphones used for programme making and special events (PMSE) – would be repurposed for mobile data services [read more].

Advanced Television   *Vatican City State seeks DTT capacity*

Italy's Ministry of Economic Development has launched a bidding process for the selection of a DTT network operator for the Vatican City State (Holy See) [read more].

Nasdaq.com   *FCC Opens 600MHz Low-Band Wireless Spectrum Auction*

As promised, U.S. telecom regulator Federal Communications Commission kicked off the 600MHz low-band airwaves auction, popularly known as Incentive Auction, on Mar 29, 2016 [read more].

Telecoms.com   *US Carriers jump on FCC's 28GHz 5G Hint*

After FCC chairman Tom Wheeler hinted at his views on the key bands for 5G, carriers in the US have been quick to submit applications for testing in the 28GHz frequency bands [read more].

INTERNET

Total Telecom   *IoD Laments UK's Lack of Broadband Ambition*

The Institute of Directors (IoD) slammed the UK's lack of ambition when it comes to ultrafast broadband rollout, and called for a 1,000-fold increase in the government's minimum speed target [read more].

Total Telecom   *BT Announces new G.fast Trials as MPs Blast Openreach*

BT made a slew of new ultrafast broadband commitments, a day after its infrastructure arm Openreach was lambasted by MPs [read more].

Ofcom   *UK home broadband performance, November 2015: The performance of Fixed-line Broadband delivered to UK Residential Consumers*

Access to high quality fixed internet services has become essential to the increasingly online lives of the UK's population. Households use their broadband connections for a variety of activities including entertainment, home working, education and social networking [read more].

MERGERS & ACQUISITIONS

Total Telecom   *UK Telcos Meet with EU to Discuss O2/3UK Merger*

Key players in the UK telecoms market will be attending a meeting organised by the European Commission to debate the proposed merger of O2 with 3UK, it has emerged [read more].

Total Telecom   *Ex-head of Austria Telco Watchdog sets record straight on Post-Merger Price Rises*

The former head of Austria's telecom regulator has refuted claims that the cost of mobile services has risen in the wake of 3 Austria's acquisition of Orange [read more].

Total Telecom   *Tesco confirms Interest in 3UK/O2 Merger*

Supermarket Tesco has confirmed it is interested in 3UK's proposed acquisition of rival O2, following a report that it is keen to take full control of its MVNO joint venture with the latter [read more].

Total Telecom   *CK Hutchison offers Network Capacity to Win over EC*

In a bid to win European Commission approval for its acquisition of O2 UK, 3UK parent CK Hutchison has offered to allocate as much as a third of the merged company's network capacity to a rival [read more].

Total Telecom   *Ofcom warns of Double-Digit Price Rises following O2/3UK Merger*

Ofcom has published the results of a new study on the price of mobile services that suggested the proposed merger between O2 and 3UK could bring with it hefty hikes for customers [read more].

Telecoms.com   *Vivendi Increases Telecom Italia stake to just Below Takeover Level*

An SEC filing seen by Reuters said Vivendi dropped €145 million to increase its stake in TIM from 23.8% to 24.9% [read more].

Telecoms.com   *Europe to probe Three/Wind merger amid Competition concerns*

The European Commission will probe the proposed Hutchison-VimpelCom Italian subsidiary merger of Three and Wind, citing concerns over the effect it may have on the competitive market [read more].

Post & Parcel   *Royal Mail buys Intersoft*

Royal Mail has been on the acquisition trail again – buying Intersoft Systems and Programming, a provider of delivery management software for international parcel shipments [read more].

Telecoms.com   *iPhone manufacturer Foxconn bets heavily on Displays with $3.5 billion Stake in Sharp*

Giant Taiwanese tech manufacturer, which counts the Apple iPhone among its responsibilities, has finally concluded its prolonged courtship of Japanese consumer electronics company Sharp [read more].

INNOVATION

Engadget   *Google Kicks off a Public Pilot for Hands Free Mobile Payments*

Heads up, Silicon Valley residents: the days of pulling out your credit card to pay for Big Macs are numbered. Google just announced that the pilot program for its Hands Free payments scheme has gone live for certain stores in San Francisco's South Bay, so all you'll have to do is tell the cashier you're "Paying with Google" [read more].

Mashable *Old-timey Google just launched a Landline Phone service*

Google typically likes to stand on the edge of technology (think self-driving cars and multi-modal drones), but now it's looking back at the venerable landline. Google is launching Fiber Phone, a new service tied to its Fiber Internet service, which it has slowly rolled out in the US over the past few years [read more].

Mashable *New MIT Research opens door for Password-free Wi-Fi*

Wi-Fi passwords aren't only a nuisance; in many cases, they're not even enough to actually protect the network from intruders. But new research from MIT's Computer Science and Artificial Intelligence Laboratory (CSAIL) might make Wi-Fi safer while at the same time eliminating the need for passwords altogether [read more].

POST

Post & Parcel   *Swiss Post Developing "Internet of Things" Project*

Swiss Post has announced that it is aiming to develop an "Internet of Things", by setting up a network based on LoRaWAN (Long Range Wide Area Network) technology [read more].

Post & Parcel   *European Postal Service Quality Exceeds EU Objectives*

The International Post Corporation (IPC) has reported that the quality of letter mail service in Europe in 2015 exceeded both the European Union's (EU) speed objective of 85% of intra-EU mail delivery within three days of posting, and its reliability objective of 97% within five days [read more].

Post & Parcel   *Royal Mail launches Online Identity Verification service*

Royal Mail has launched its certified identity service that connects to the GOV.UK Verify platform [read more].

Post & Parcel   *DPDHL Group publishes new "Robotics in Logistics" report*

Deutsche Post DHL Group believes that the time is fast approaching when "robots are going to become essential in the world of logistics" [read more].

Post & Parcel   *US Postmaster General sets out USPS Digital Strategy*

Speaking at the National Postal Forum in Nashville, US Postmaster General Megan J. Brennan has unveiled the US Postal Service (USPS) plans to "lead an information and technology-driven reinvention of mail" [read more].

Post & Parcel   *PRC reports "failures in overall service performance" from USPS*

The US Postal Regulatory Commission (PRC) has reported that the majority of US Postal Service (USPS) products failed to meet service performance targets for FY 2015 [read more].

ECOMMERCE

European Commission   *Commission Publishes Initial Findings on Geo-blocking from e-Commerce Sector Inquiry*

The European Commission has published initial findings on geo-blocking of its ongoing antitrust sector inquiry into e-commerce, launched in May 2015 [read more].

Out-Law.com   *Contractual barriers' behind geo-blocking could breach EU competition rules, says Commission*

Where contractual provisions are behind so-called 'geo-blocking' then those agreements might breach EU competition rules, the Commission said in announcing the initial findings of its e-commerce sector inquiry. Geo-blocking refers to restrictions placed on access to online services and content on a geographic basis [read more].

Politico   *The Online shopping 'quick fix' that Never Came*

The European Commission once hailed the launch of a new consumer tool as an "easy, fast and inexpensive way" for online shoppers to settle disputes with merchants across the 28-member countries [read more].

eCommerce News *New website Ecommerce Europe Trustmark online*

The Ecommerce Europe Association has released the new website for its Ecommerce Europe Trustmark. With the website, the pan-European online retail association wants to give consumers a place where they can read in full what their rights are and what commitments the online retailer has made [read more].

Out-Law.com   *Consumer Protection Laws need to be Updated, says OECD*

People buying online should have the same protection as buyers in the physical world, the OECD Recommendation on Consumer Protection in E-Commerce said [read more].

TELEVISION

The Economist   *Changing the channel: A start-up seeks to keep the conventional TV station alive in the digital era*

THE received wisdom of the on-demand era of television is that people, young ones especially, want to watch their favourite shows anytime, anywhere and on any device; the "linear" viewing of a succession of programmes chosen by a TV station will fade, as viewers dine à la carte from Netflix, Amazon and Hulu. The wisdom is not entirely wrong, but what if young consumers were offered channels more attuned to their tastes? [read more – subscription may be required].