

The MCA consults on new measures to be introduced with regard to billing methodologies for telephony, TV and Internet services

The Malta Communications Authority (MCA) has today published a consultation document proposing measures that would enable end-users who are subscribed to an electronic communications service/s, to have access to their bills in a medium that they can access free of charge.

At present, the majority of service providers offer their post-paid subscribers e-billing services, that is, the facility to access their bills electronically, through the Internet. Whilst the MCA appreciates that *e-billing* is beneficial from a cost and an environmental perspective, it is also aware that a number of subscribers may not have access to the Internet. In these cases, such subscribers are being charged a small fee to receive their bills in hard copy format.

The MCA has published a consultative document in order to seek the public's views on a number of measures it is proposing in this regard. One measure in particular proposes that post-paid subscribers who do not have access to the internet, are provided the possibility to receive their 'standard bills' in hard copy format, free of charge.

This measure is also being extended to telephony services, where it is being proposed that post-paid subscribers, having no access to the Internet can obtain their itemised bills, in hard copy format, free of charge.

The consultation document can be accessed through the following link <http://www.mca.org.mt/consumer/consultations/standard-and-itemised-billing>. Interested parties can participate in this consultation by sending an email to cer.mca@mca.org.mt or by post to Chief of External Relations, Malta Communications Authority, Valletta Waterfront, Pinto Wharf Floriana, FRN1913 Malta by not later than noon of the 23rd of October 2015.

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For further information, you are kindly requested to contact:

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