




MALTA COMMUNICATIONS AUTHORITY

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## Annual Plan 2026

MCA Reference: **MCA/O/26-5854**

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# 1 Introduction

This document sets out the Malta Communications Authority’s (MCA) Annual Plan for 2026. It sets out the priority work-streams and related individual tasks that the MCA will be conducting during 2026. The Annual Plan is reflective of the MCA’s Strategy Update covering the period 2026 - 2028.<sup>1</sup>

## 1.1 Mission Statement and Strategic Objectives

The mission on the MCA is:

**‘To promote and safeguard a communications environment that is conducive to investment, innovation, economic growth and social well-being’**

For the MCA to achieve its mission over the next three years, it has identified four Strategic Axes emerging from the Strategy Update for the period. The Strategic Axes define the MCA’s priority areas of action and guide how the MCA will focus its efforts to ensure that markets function effectively, end-users are protected and Malta’s digital ecosystem continues to develop in a secure, trusted and competitive manner. The MCA’s strategic axes are the following:

Strategic Axes	
<b>Strategic Axis 1:</b>	<b>Connectivity, Competition and Investment</b> - Focuses on ensuring the competitive and sustainable development of markets for which the MCA acts as regulator. It aims to stimulate innovation, promote efficient investment and secure access to high-quality connectivity and communications.
<b>Strategic Axis 2:</b>	<b>Consumer Protection and Empowerment</b> - Centres on the protection and empowerment of consumers and users of digital communications and postal services. It aims to ensure that they have the information they need to be able to choose their service providers appropriately and that their rights are protected. This axis also covers social inclusion issues.
<b>Strategic Axis 3:</b>	<b>Cybersecurity, Resilience and Trust</b> - Focuses on strengthening cybersecurity, enhancing the robustness of communications and digital infrastructures, and reinforcing consumer, user and stakeholder trust in the services that rely on them.
<b>Strategic Axis 4:</b>	<b>Compliance and Enforcement</b> - Underpins the preceding three axes by ensuring that market players comply with their legal obligations. It covers supervisory and enforcement activities, complemented by guidance and engagement to strengthen dialogue with operators and support a culture of compliance.

Building on these Strategic Axes, the MCA has defined eight strategic objectives, emerging from the Strategy Update for the period. The first five focus on the MCA’s core regulatory functions across

<sup>1</sup> [MCA Strategy Update 2026 - 2028](#)

the electronic communications, digital and postal sectors. Strategic objectives six and seven relate to the MCA’s wider role in shaping sector policy and advancing forward-looking research to anticipate emerging trends and future developments. The eighth strategic objective supports all others by strengthening operational excellence, ensuring that the organisation remains effective, efficient and fit for purpose as its mandate continues to evolve. The MCA’s Strategic Objectives are the following:

Strategic Objectives	
1.	Promoting connectivity, competition and investment.
2.	Empowering and protecting consumers.
3.	Managing scarce resources such as radio spectrum and numbering.
4.	Enhancing cybersecurity and resilience.
5.	Overseeing the application of digital regulation.
6.	Conducting relevant research, exploring and developing emergent policy areas.
7.	Contributing to the development and implementation of sector policy.
8.	Maximising operational excellence for regulatory effectiveness and relevance.

## 1.2 Legal Framework

The MCA’s mission, mandate and functions derive from the Malta Communications Authority Act, Cap 418. The MCA is responsible for:

- The regulation of electronic communications networks and services, radiocommunications equipment and the management of the radio spectrum and numbering resource as defined in the Electronic Communications (Regulation) Act, Cap 399.
- The regulation of postal services as determined by the Postal Services Act, Cap 254.
- Ensuring compliance with the Electronic Commerce Act, Cap 426.<sup>2</sup>
- Improving the accessibility of the websites and mobile applications of public sector bodies.<sup>3</sup>

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<sup>2</sup> The MCA is required to ensure the proper functioning of the e-Commerce sector as provided for by the Electronic Commerce Act which follows Directive (EU) 2000/31/EC on certain legal aspects of information society services, in particular electronic commerce, in the Internal Market ('Directive on Electronic Commerce').

<sup>3</sup> Accessibility of the Websites and Mobile Applications of Public Sector Bodies Regulations, S.L. 418.03.

The MCA is also responsible for ensuring compliance with the following EU regulations:

- Regulation (EU) 910/2014 on electronic identification and trust services for electronic transactions in the Internal Market (referred to as the ‘eIDAS Regulation’) in relation to the supervision of trust service providers established in Malta.<sup>4</sup>
- Regulation (EU) 2015/2120 laying down measures concerning open internet access (referred to as the ‘Open Internet Regulation’).
- Regulation (EU) 2017/1128 on cross-border portability of online content services in the internal market (referred to as the ‘Cross-border Portability Regulation’).
- Regulation (EU) 2018/302 on addressing unjustified geo-blocking and other forms of discrimination based on customers’ nationality, place of residence or place of establishment within the internal market (referred to as the ‘Geo-blocking Regulation’).
- Regulation (EU) 2018/644 on cross-border parcel delivery services.
- Regulation (EU) 2022/612 on roaming on public mobile communications networks within the European Union.
- Regulation (EU) 2022/2065 on a single market for digital services<sup>5</sup> [referred to as the ‘Digital Services Act (DSA)’].

In 2025, the MCA was designated as the competent authority under Regulation (EU) 2023/2854 on fair access to and use of data (referred to as the ‘Data Act’), specifically in relation to provisions governing switching between data processing services and the interoperability of data processing services.<sup>6</sup>

In 2025, the MCA was assigned cybersecurity responsibilities for providers of public electronic communications networks, publicly available electronic communications services, trust services providers, and for providers of postal and courier services, under the “*Measures for a High Common*

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<sup>4</sup> The MCA assumes the role of a supervisory Authority responsible to supervise trust service providers established in Malta as reflected in the Electronic Commerce Act.

<sup>5</sup> Under the Digital Services (Designation and Enforcement) Order, 2024, the MCA is designated as the Digital Services Coordinator (DSC) tasked with overseeing all aspects of the Digital Services Act (DSA). This includes managing the implementation of the DSA within Malta and serving as the rapporteur to the EU.

<sup>6</sup> Malta's implementation came into effect with the Fair Access to and Use of Data Regulations, 2025 (Legal Notice 222 of 2025).

*Level of Cybersecurity across the European Union (Malta) Order, S.L. 460.41*”, which transposes Directive (EU) 2022/2555 (the NIS2 Directive<sup>7</sup>).

In addition, the MCA has been designated as the competent authority responsible for the supervision of EUDI Wallets established in Malta under the EUDI Regulation.<sup>8</sup> The MCA will also act as the scheme owner of EUDI Wallets and will serve as Malta’s National Cyber Certification Authority (NCCA) for this framework.

In 2026, the MCA’s cybersecurity remit under the NIS2 Directive is expected to expand further to include the supervision of all digital infrastructure providers - such as cloud computing service providers, content delivery network providers, and data centre service providers - as well as digital service providers, including providers of online marketplaces, online search engines, and social networking service.

Additional responsibilities are in the process of being assigned to the MCA through various European legislative initiatives. These include:

- Directive (EU) 2022/2557 – the Critical Entities Resilience (CER) Directive, which enhances the physical and digital resilience of essential service providers.
- Regulation (EU) 2024/1309 – the Gigabit Infrastructure Act (GIA) - on measures to reduce the cost of deploying gigabit electronic communications networks.

The MCA is expected to be designated as the competent authority for the resilience of critical entities in the digital infrastructure sector, under the CER Directive (once transposed<sup>9</sup>). This Directive strengthens both the physical and digital resilience of essential service providers, further expanding the MCA’s role in safeguarding critical national infrastructure. Furthermore, the MCA is expected to be designated as the Dispute Settlement Body (DSB) under the GIA.

## 1.3 Governance of the Organisation

The MCA is an independent national regulatory authority (NRA) headed by a Board, which is responsible for the overall direction of the MCA and for the delivery of its mandate. The Board is comprised of six members and the Chairman. It approves the MCA’s strategy and business plan as well as its annual budget, and among others, maintains oversight of the Authority’s progress. The

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<sup>7</sup> Transposed under LN 71 of 2025 ‘Measures for a High Common Level of Cybersecurity across the European Union (Malta) Order, 2025’ and brought into force under LN 22 of 2026 as from 23<sup>rd</sup> January 2026.

<sup>8</sup> Regulation (EU) 2024/1183 – the European Digital Identity (EUDI) Regulation, establishing the European Digital Identity Framework including the framework for European Digital Identity Wallets.

<sup>9</sup> Transposed under LN 5 of 2026 ‘Resilience of Critical Entities and Infrastructures (Identification, Designation and Protection) Order, 2026’ and brought into force under LN 23 of 2026 as from 23<sup>rd</sup> January 2026.

Chief Executive Officer is responsible for the execution of the Authority's day-to-day functions. He is supported by a management team, heading the respective functional areas of the MCA.

## 1.4 Accountability Framework

The MCA is accountable to the Minister responsible for Communications for the preparation and presentation of its financial estimates for approval, following an annual consultation by the responsible Minister with the Minister responsible for Finance. The MCA presents its Annual Report on its operations for the preceding year to the Minister responsible for the MCA and the Minister responsible for Finance. The MCA is also held to account by the sectors it regulates and by the public on whose behalf it regulates. On a yearly basis the MCA publishes its strategy update, annual plan and its annual report on its website.

## 1.5 Measuring Performance

Progress towards the attainment of the MCA's strategic objectives is measured by a series of related activities. In this respect, and on an ongoing basis, the MCA:

- carries out market reviews providing an overview of the trends in the sectors under its mandate;
- conducts performance measurement and monitoring in line with the key performance indicators (KPIs) identified in the MCA's strategy update;
- monitors the achievement of its objectives and work programme, identifies any shortfalls and takes the necessary steps to remedy them; and
- provides input to the Board on the progress achieved in the delivery its work programme.

## 1.6 Communication and Engagement

The MCA is committed to engaging with various stakeholders, including citizens, consumers, authorised entities, government departments and other regulators, constituted bodies, the business community, the EU, and various other international bodies. The MCA also promotes collaboration and coordination with the various national entities that contribute to the development of the sectors it regulates. A variety of communication channels, such as its website and social media channels, are used to effectively build greater awareness of the MCA's activities, its roles and responsibilities, its various initiatives and on general trends in the sectors it regulates. In the context of regulatory decision-making, stakeholders can provide the MCA with feedback and express opinions on developing regulatory measures and proposed regulatory decisions through an established consultation process.

## 1.7 Work Programme

**Section 2** sets out the MCA's programme of work planned to be carried out during 2026. The objectives of the work programme are aligned with the MCA's Strategy Update 2026 - 2028.

## 2 Programme of Work and Priorities

What follows is an overview of the MCA's programme of work for 2026. The MCA's projects and ongoing tasks will all be targeted towards the achievement of the identified strategic objectives.

### 2.1 Electronic Communications

**Strategic Objective 1 - Promoting connectivity, competition and investment.**

#### Overview

The MCA will continue to focus its work on promoting and safeguarding sustainable competition and creating a favourable climate for increased investment in secure and resilient fixed and wireless very high-capacity networks (VHCNs).

#### Safeguarding an effective and sustainable competitive environment

The MCA's regulatory function is underpinned by *ex-ante* powers set out in the European Electronic Communications Code (EECC). The MCA regularly reviews electronic communications markets and assesses whether they are, or are likely to become, effectively competitive, in accordance with the EC's Guidelines on market analysis and the assessment of Significant Market Power (SMP). Where effective competition is found to be absent, the MCA imposes proportionate pro-competitive obligations, including measures relating to access, pricing, non-discrimination and transparency. Conversely, where the MCA determines that regulation is no longer justified, it withdraws the relevant retail or wholesale regulatory obligations.

The MCA will publish its decision on the wholesale local access market in Malta. Market trends in terms of investment, competition and retail prices point towards a competitive environment. Accordingly, the MCA intends to withdraw all obligations currently imposed on GO Plc, subject to 24-month transitional period. The MCA will finalise the market analyses concerning the markets for wholesale call termination on individual public telephone networks provided at a fixed location (fixed call termination market) and wholesale voice call termination on individual mobile networks (mobile call termination market) in Malta. Through these analyses, the MCA will assess whether continued regulatory intervention in these markets remain necessary. The MCA will continue to monitor both regulated and deregulated markets. In the absence of *ex ante* regulation, the MCA will continue to act in the best interests of consumers to ensure fair treatment and reliable and resilient networks that consumers can trust.

#### Facilitating sharing of physical infrastructure for the roll-out of VHCNs

The MCA has a role in facilitating access to physical infrastructure to support the rollout of advanced electronic communications networks and services. The sharing of physical infrastructure has a positive impact on the environment as it prevents energy-wasteful infrastructure works and urban disruption. The MCA also facilitates the deployment of VHCNs by providing the necessary support and guidance to sector players and other institutional players. The MCA will establish the necessary processes and procedures for handling disputes, should it be designated as the Dispute Settlement Body (DSB) under the GIA. In doing so, the MCA will consider guidelines issued by BEREC<sup>10</sup> on the coordination of civil works and access to in-building infrastructure. The MCA will also consider any guidance issued by the European Commission (EC) to support agreements on access to physical infrastructure between interested parties, once such guidance becomes available.

### Managing information as the means to promote competition

The MCA collects data from the electronic communications networks and service providers and publishes quarterly market data and retail price movements. The MCA also collects data required for the geographical mapping of the availability of broadband networks and services across Malta. The data collected is vital in supporting the MCA's regulatory decisions that serve to promote and safeguard competition. The information collected is also a valuable tool in empowering end-users to make informed choices. This activity is supplemented by public and business perception surveys. The results of these surveys serve as an additional input to the shaping of regulatory decisions and indicate how consumers' preferences, behaviours and perceptions of electronic communications services are changing over time.

### Managing and enforcing the compliance framework

Effective competition also depends on demand-side factors, such as the ability and willingness of customers to switch easily in response to a better deal in the marketplace, whether switching to another supplier or switching to another offer or bundle provided by their existing supplier. While price is a key consideration, customers also seek the best quality at their chosen price point. Monitoring and publishing quality levels protects consumer welfare and fosters fair, dynamic competition (see **Strategic Objective 2**).

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<sup>10</sup> The Body of European Regulators for Electronic Communications (BEREC).

Priority Programme of Works 2026 - Strategic Objective 1 (Electronic Communications)	
Project / Activity	Planned Output
Market Analysis - Wholesale Local Access provided at a fixed location market	<ul style="list-style-type: none"> <li>- Response to Consultation / Notification of Draft Decision to the EC (Q4/2025)</li> <li>- Publish final Decision</li> </ul>
Market Analysis – Wholesale mobile call termination market	<ul style="list-style-type: none"> <li>- Public Consultation</li> <li>- Response to Consultation / Notification of Draft Decision to the EC</li> <li>- Publish final Decision</li> </ul>
Market Analysis – Wholesale fixed call termination market	<ul style="list-style-type: none"> <li>- Public Consultation</li> <li>- Response to Consultation / Notification of Draft Decision to the EC (Q1/2027)</li> <li>- Publish final Decision (Q1/2027)</li> </ul>
Establishing a Dispute Settlement Body under the GIA	<ul style="list-style-type: none"> <li>- Establish processes and procedures for handling disputes under the GIA, should the MCA be designated as the DSB</li> </ul>
Informing stakeholders on key data and trends in the electronic communications sector	<ul style="list-style-type: none"> <li>- Publication of quarterly data report sheets</li> <li>- Publication of a quarterly pricing bulletin</li> </ul>

## Strategic Objective 2 – Empowering and protecting consumers.

### Overview

The MCA remains committed to empowering and protecting consumers to choose and use electronic communications services with confidence. The MCA ensures that users of electronic communications services can easily access the information they need, shop confidently, switch providers effortlessly, and receive fair treatment. Additionally, the MCA ensures an adequate broadband internet access service and voice communications service at a fixed location for all users.

### Enhancing service quality across publicly available electronic communications services through effective monitoring, benchmarking and transparency

The MCA has strengthened its oversight of service quality through a structured programme of monitoring, benchmarking and transparency initiatives. In 2024, the Authority launched a mobile Quality of Service (QoS) benchmarking programme, with the results of the first benchmarking exercise published in 2025. A further benchmarking cycle commenced in 2025 with results expected early in 2026. In addition, the MCA will pilot a QoS benchmarking exercise for fixed technology platforms in 2026. In 2025 the MCA established a regulatory framework for defining and measuring Quality of Service (QoS) parameters applicable to providers of Internet Access Services (IAS) and Publicly Available Interpersonal Communications Services (PA-ICS). As from 1 January 2026, providers of IAS and voice communications services will be required to commence QoS measurements in accordance with this framework. The first reporting period will cover January to June 2026, with the results scheduled for publication by September 2026. To complement these technical assessments, the MCA conducted a customer satisfaction study in 2025. The findings of this study will be published in 2026 and will provide valuable insights into user experiences, expectations and perceptions of service quality.

### Strengthening consumer protection capabilities

The proliferation of affordable technology has fuelled a rise in scams, such as Caller Line Identification (CLI) spoofing and vishing, which often target the most vulnerable. In 2024, the MCA issued its decision on measures to combat these scams, introducing a framework to identify and block potential scam calls on international network interfaces. The MCA will continue to work closely with the electronic communications sector, the government, and other regulatory bodies to make scams harder to perpetrate. Additionally, the MCA will persist in empowering consumers to protect themselves by raising awareness and providing better information, helping individuals recognise and respond to fraudulent activities more effectively.

### Ensuring universal access to communications services

The MCA ensures that consumers have access to reliable broadband internet and voice communication services, including the underlying connections, at fixed locations. It remains committed to supporting affordable access to electronic communications for vulnerable users, working closely with other Government entities to promote inclusivity and digital equity.

In 2026 the MCA will update its Universal Service Obligation (USO) Decision published in 2023 to reflect changes in the obligation relating to the 'Telecare' type of service available to eligible end-users. GO Plc will no longer be responsible for providing the subsidised Telecare service, as the 'Telecare' type of service will be available to eligible end-users, irrespective of their fixed telephony provider.

In 2026 the MCA will finalise the review of GO's claim for funding the net-cost incurred in the provision of the Universal Service Obligation (USO) for the years 2021 and 2022. The MCA will initiate the review of GO's claim for funding the net-cost incurred in the provision of the USO for the years 2023 and 2024.

### Improving access to clear, accurate and comparable information

**Consumer awareness on fixed and mobile products and services** - The MCA via its online service comparison portal, *Telecosts*, promotes transparency by providing consumers with the necessary tools to ensure that they are aware of alternative suppliers and services so that they can easily compare information on prices, service characteristics and quality. The MCA, via its website, consumer guides and the use of social media, continuously updates information available to consumers on how to get the best from electronic communications services. It also monitors and reports on pricing trends in fixed and mobile services, ensuring transparency and enabling informed decisions.

**Operator contracts** - The MCA monitors the contractual obligations of all electronic communications operators to ensure that they are in line with the rules reflected in legislation. The MCA ensures that such contracts provide clear and relevant information helping users to take informed and correct decisions when acquiring electronic communications services (both as standalone and as a bundle). The MCA ensures that consumers are provided with pre-contractual information relating to contract duration, any switching charges, compensation and refund arrangements for delay or abuse of switching, information on how to switch, and details of any early termination fees. The MCA monitors obligations placed on industry, including those related best tariff advice relating to their services at the end of the end-user's contractual commitment.

**Termination of contracts and switching providers** - The MCA monitors inter-operator porting and switching processes, and the extent to which they promote good consumer and competition outcomes. In addition, the MCA monitors the cancellation and termination arrangements of electronic communications service providers (after or during the initial commitment period), and the impact these have on consumers' ability to exit their service contract quickly, conveniently and without error.

**Mobile roaming rules** - The MCA monitors compliance with the roaming rules including through consumer complaints and engages with stakeholders if compliance concerns arise, and where appropriate takes enforcement action.

**Ensuring consumer rights and customer service** - The MCA ensures that electronic communications service providers uphold the rights of their customers and deliver acceptable levels of customer service. It also ensures that consumers have effective redress mechanisms, including access to timely query and complaints handling processes. The MCA handles and resolves complaints it receives from customers of service providers. To identify areas of concern, the MCA conducts regular mystery shopping exercises and takes necessary regulatory actions to address any identified issues.

Priority Programme of Works 2026 - Strategic Objective 2 (Electronic Communications)	
Project / Activity	Planned Output
Mobile QoS Benchmarking	<ul style="list-style-type: none"> <li>- Conduct second benchmarking exercise</li> <li>- Publish findings</li> <li>- Conduct third benchmarking exercise</li> <li>- Publish findings</li> </ul>
Consumer Event	<ul style="list-style-type: none"> <li>- Host a Consumer Event for all stakeholders</li> <li>- Outcome of Study on Quality of Experience</li> </ul>
Minimising harm from ECS-based scams	<ul style="list-style-type: none"> <li>- Monitoring blocking measures</li> <li>- Ongoing interaction with stakeholders</li> <li>- Ongoing awareness campaigns</li> </ul>
Updating the Universal Service Decision ( <i>'Telecare' type of service allowing easy access to emergency and other assistance services</i> )	<ul style="list-style-type: none"> <li>- Public consultation</li> <li>- Response to consultation</li> <li>- Decision Notice updating the USO Decision</li> </ul>
Review of claim for funding the net cost incurred to provide the USO	<ul style="list-style-type: none"> <li>- Assessment of funding claim for the years 2021 and 2022</li> <li>- Public consultation on claim for funding</li> <li>- Decision on funding claim and source of funding</li> <li>- Initiation of review of GO's funding claim for the net cost pertaining to financial years 2023 and 2024.</li> </ul>
Compliance, enforcement, and investigations	<ul style="list-style-type: none"> <li>- Ensure that operators adhere with their obligations</li> <li>- Biannual report on the complaints and enquires received by the MCA</li> <li>- Biennial report on enforcement actions and related monitoring activities</li> </ul>

### Strategic Objective 3 – Managing scarce resources such as radio spectrum and numbering.

#### Overview

Radio spectrum is a scarce resource having a diverse range of uses and end-users. It is an essential input in the supply of wireless and radio-based electronic communications networks and services. The MCA manages Malta's radio spectrum with the objective to drive efficiency and support innovation, economic growth and ensuring that this essential and finite resource is used effectively. This includes monitoring spectrum usage and enforcing authorisation conditions where necessary. In addition, the MCA administers Malta's numbering resources, which are essential to the effective functioning of electronic communications markets.

#### Facilitating the availability and efficient use of spectrum and numbering resources.

The operators use spectrum holdings in the 800 MHz, 900 MHz, 1800 MHz, 2.1 GHz, 2.5 GHz, and 3.6 GHz bands to deliver their wireless electronic communications services. While spectrum in the 3.6 GHz band was assigned for 5G in 2021, spectrum in the 700 MHz and 26 GHz bands allocated for 5G remains unassigned, due to the lack of market demand.

The rights of use of radio spectrum in the 900 MHz, 1800 MHz and 2.1 GHz band will expire in August 2026. The goal is to develop a unified licensing framework that aligns the expiration dates of these licences with those of other spectrum licenses, such as those for the 800 MHz and 2.6 GHz bands, which are valid until 2033. The MCA will further develop the licensing framework of the 26 GHz band, and other relevant bands allocated for 5G, to facilitate their use for new applications and use cases.

The MCA is contributing to the discussions on the future of the 2 GHz spectrum band for Mobile Satellite Services (MSS) across Europe after 2027, when current authorisations expire. This band represents an opportunity for emerging satellite direct-to-device (D2D) connectivity, which is expected to play an important role in expanding mobile coverage and enhancing service resilience.

The MCA will continue to ensure that operators comply with their spectrum obligations, including coverage commitments where applicable. It will also assess requests for local private 5G networks and grant authorisations where appropriate, with a focus on ensuring optimal use of spectrum resources.

Preparations for the 2027 World Radiocommunication Conference (WRC-27) are underway. The MCA is actively contributing to the development of a common European position while safeguarding Malta's national interests. Key issues include spectrum requirements for future mobile technologies and the evolution of D2D connectivity, which may use spectrum from either terrestrial mobile bands or bands already allocated to MSS.

The MCA ensures that there is always an adequate supply of numbers to support the demands of existing and new customers and service providers. The MCA also ensures that all end-users who so request can retain their number(s) independently of the undertaking providing the service.

### Rationalising mobile spectrum usage for efficiency and environmental purposes

As newer fixed and wireless electronic communications networks get rolled out, older technologies diminish in their use and importance in the sector, leading to migration and eventual retirement. Multiple mobile networks by each operator (2G, 3G, 4G and 5G networks) raises questions of efficiency, manageability and environmental implications. Consultations with operators will continue in 2026 with a view to switch-off the legacy networks and improve the sustainability of the sector. While operators bear responsibility for this migration, it requires extensive consultation and planning to ensure a smooth transition that protects competition and vulnerable end-users. The MCA will also seek to understand the operators' plans for 5G standalone networks. Standalone (SA) reflects a pure end-to-end 5G network that can also deliver improvements such as ultra-low latency times (fast), better upload speeds, network slicing<sup>11</sup> capabilities, better support for Internet of Things (IoT) devices, increased reliability, and security.

### Ensuring efficient and effective use of spectrum and associated radiocommunications equipment

The MCA will continue to enhance the radiocommunications equipment licensing regime and will examine the scope for applying further general authorisations where appropriate. It will also maintain active monitoring of the radio spectrum, taking all necessary measures to prevent harmful interference and to address it promptly when it arises. In parallel, the MCA will further enhance the capabilities and effectiveness of its radio spectrum monitoring systems.

### Management of scarce resources used by space systems and for the provision of satellite communications services

The MCA is responsible for the management of scarce resources used by space systems and for the provision of satellite communications services. The MCA also authorises non-geostationary (GSO) satellite system providers providing broadband connectivity. The MCA will continue to encourage satellite operators to register space resources with the ITU through Malta in line with the satellite filing framework. The MCA will finalise a review of the satellite filing framework. In addition, the MCA will embark on an exercise to ensure that new satellite resources (i.e., radio spectrum and satellite slots) are duly registered in Malta's name under the International Telecommunication Union (ITU) Regulations.

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<sup>11</sup> Network slicing allows for multiple virtual network slices across the same physical network. Each slice is isolated from other network traffic to give dedicated performance, with the features of the slice tailored to the use case requirements.

### Ensuring continued monitoring and respect of EMF thresholds

The MCA will continue its routine monitoring of electronic magnetic field (EMF) emissions with a view to ensuring that levels of electromagnetic radiation do not exceed the levels established by the International Commission of non-Ionising Radiation Protection (ICNIRP), which are also endorsed by the World Health Organisation (WHO) and the EC. In addition, the MCA will maintain ongoing liaison with the department responsible for environmental health on EMF related issues and will continue with its EMF auditing programme. The MCA regularly publishes a report on the EMF measurements emanating from all radio transmitting apparatus operating during the interval of the measurement activity, including transmissions from mobile base stations, radio and TV broadcast, private mobile radio (PMR) and radars, amongst other sources.

Priority Programme of Works 2026 - Strategic Objective 3 (Electronic Communications)	
Project / Activity	Planned Output
Review of technical conditions for the 900 MHz and 1800 MHz band	<ul style="list-style-type: none"> <li>- Publication of MCA Decisions (Q4/2025)</li> <li>- Revise licences for the rights of use of radio spectrum in the 900 MHz and 1800 MHz bands</li> </ul>
Licensing framework for various wireless broadband spectrum bands (900 MHz, 1800 MHz, and 2.1 GHz bands) expiring in 2026	<ul style="list-style-type: none"> <li>- Public consultation</li> <li>- Publish decision establishing the spectrum management framework</li> <li>- Implementation of actions stemming out from the spectrum management framework</li> </ul>
Making available spectrum for private networks (3.8 – 4.2 GHz)	<ul style="list-style-type: none"> <li>- Public consultation</li> <li>- Response to consultation / MCA Decision</li> </ul>
Making available spectrum in the 42 GHz band for wireless broadband services	<ul style="list-style-type: none"> <li>- Public consultation</li> <li>- Response to consultation / MCA Decision</li> </ul>
Retirement of 2G / 3G networks	<ul style="list-style-type: none"> <li>- Ongoing work with operators and other services providers reliant on 2G/3G networks</li> </ul>
Measurement of coverage obligations	<ul style="list-style-type: none"> <li>- Measuring coverage by licenced operators</li> </ul>
EMF emissions - monitoring compliance	<ul style="list-style-type: none"> <li>- Audit of EMF measurements (fixed monitoring and drive testing)</li> <li>- Publication of results</li> <li>- Information and education campaigns</li> </ul>

## Strategic Objective 4 – Enhancing cybersecurity and resilience.

### Overview

The MCA will continue to work closely with industry to ensure that Malta’s critical electronic communications networks and services remain open, secure, resilient and capable of meeting evolving demands.

### Monitoring the security, safety, integrity, resilience, and availability of publicly available fixed and mobile electronic communications networks and services

Providers of publicly available electronic communications networks and services are required to manage the integrity and security of their networks and services. They are also required to take appropriate measures to manage risks to the security of such network or services. Such a risk-based approach should lead operators to prevent, resist, mitigate and recover from threats to security and resilience of networks.

The MCA will enhance cybersecurity and resilience by engaging with entities in sectors within scope using the powers available to assess their compliance with the NIS2 Directive (as transposed) and CER Directive (as transposed). Entities are required to have appropriate risk-based security measures and procedures in place to manage cybersecurity and resilience risk. The MCA will supervise those entities by monitoring and assessing risks to their cybersecurity and resilience and will act quickly to require them to act where appropriate.

Malta’s resilient digital connectivity depends heavily on submarine cables. The MCA is actively contributing to the European Expert Group established under the Commission Recommendation (EU) 2024/779 on Secure and Resilient Submarine Cable Infrastructures. The resulting “*Cable Security Toolbox*” will set out measures to mitigate risks, which the MCA will adopt to further enhance the security and resilience of Malta’s submarine cable systems.

The MCA collaborates closely with the Critical Infrastructure Protection Department (CIPD), the Information and Data Protection Commission (IDPC), Malta Security Services (MSS), and the police on cybersecurity matters.

### Maintaining ongoing oversight of net neutrality practices

The MCA is responsible for monitoring and ensuring compliance with the net neutrality rules and providing guidance on how broadband and mobile providers should follow them. The principle of net neutrality is that internet users - not their broadband or mobile provider - have control over what they do online. The MCA will continue to ensure compliance by the operators with net neutrality principles, taking utmost account of BEREC guidelines, to safeguard equal and non-discriminatory treatment of traffic in the provision of internet access services and related end-user rights. The MCA will publish

its annual report regarding its monitoring and findings. In 2026 the MCA plans to consult on a review the traffic management practices by the respective Internet Access Service (IAS) providers. The MCA will assess how the IAS providers share information about any traffic management policies which are deployed on their networks, and whether the traffic management practices in question comply with the requirements of the Open Internet Regulation.

### Participating in the EU and global Internet Governance Fora

The EU and global Internet Governance fora serve to bring people together from various stakeholder groups as equals, in discussions on public policy issues relating to the Internet. Increasing pressure on the stability of the internet as an open, free, global, interoperable, reliable, and secure internet, may necessitate more active participation and contribution in the coming years. The MCA contributes to the EU and global Internet Governance fora dealing with matters relating to data governance; safety, security, stability, and resilience; and digital inclusion. The MCA also provides policy advice to Government on matters related to Internet Governance. In particular, the MCA represents Malta in the High-Level Group on Internet Governance (HLIG) which is an expert group comprising of experts from EU Member States with a view to ensure coordination at European level and share expertise on internet governance related issues. The MCA also represents Malta on the ICANN<sup>12</sup> Governmental Advisory Committee (GAC) which constitutes the voice of Governments and Intergovernmental Organizations (IGOs) in ICANN's multistakeholder structure.

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<sup>12</sup> Internet Corporation for Assigned Names and Numbers.

Priority Programme of Works 2026 - Strategic Objective 4 (Electronic Communications)	
Project / Activity	Planned Output
Security of electronic communications networks and services	<ul style="list-style-type: none"> <li>- Support providers with the implementation of cybersecurity measures</li> </ul>
Net Neutrality - Compliance and Reporting	<ul style="list-style-type: none"> <li>- Monitoring of the product offers</li> <li>- Annual report on the MCA's activities</li> <li>- Public consultation on traffic management policies</li> <li>- Response to consultation / Decision</li> </ul>
Internet Governance Fora	<ul style="list-style-type: none"> <li>- Participation and contribution to the EU and global Internet Governance Fora</li> </ul>

## 2.2 Postal

Strategic Objective 1 - Promoting connectivity, competition and investment.

### Overview

The MCA safeguards sustainable competition in the provision of postal services, subject to ensuring the availability of a universal postal service.

### Analysing competition dynamics in postal markets

In 2026, the MCA will finalise a review the postal markets to assess whether MaltaPost continues to hold SMP in any of the relevant markets falling within the universal postal service area. Should the universal service provider (USP) no longer hold SMP in any of the relevant markets the MCA will, among others, withdraw *ex-ante* price control regulation (i.e., remove the need for the approval of tariffs).

### Continuing enhancements to MaltaPost's economic regulation model

MaltaPost's regulatory accounts are critical information for the MCA to be able to assess how the universal postal service is performing financially, for assessing universal postal services' prices for compliance with tariff requirements of the Postal Services Act, and other regulatory requirements. MaltaPost's regulatory accounts also contribute to the MCA's cost modelling work of MaltaPost's postal network. The MCA ensures accurate cost allocations between the universal postal services and other services so that the universal postal service is not cross-subsidising services outside the scope of the universal postal services. The MCA will continue to enhance its economic regulation model and the established 'Automated Price Adjustment Mechanism' used to monitor tariffs and price changes.

### Managing the postal compliance framework

The MCA will continue to ensure compliance of both licensed operators providing services within the universal postal service area and operators subject to a general authorisation providing only services that fall outside the scope of the universal postal service. The MCA will ensure that operators that offer services that fall within the scope of the universal postal service are appropriately licensed to carry out such activities. This is particularly important for safeguarding the provision of the universal postal service.

### Monitoring market performance through data collection, market analysis and reporting

Knowledge about developments in the postal sector is key to ensure that: it continues to benefit all users, both consumers and businesses; all understand the changes facing the sector; and that the MCA can properly perform its regulatory duties and obligations. The MCA will continue to collect relevant, accurate and timely information on the postal market in an efficient and effective manner and include this in published biannual market reviews. This activity is supplemented by periodic public and business perception surveys. The results of these surveys serve as an additional source of information in support of regulatory decisions, as well as an indication of the extent to which the postal sector is meeting the reasonable needs of users considering changes in the market, in particular the growth in online shopping and continued decline in the traditional letters markets.

Priority Programme of Works 2026 - Strategic Objective 1 (Postal)	
Project / Activity	Planned Output
Market analysis of the postal markets within the universal postal service area	<ul style="list-style-type: none"> <li>- Public consultation</li> <li>- Response to consultation / Decision</li> </ul>
Automated Price Adjustment Mechanism for the universal postal service	<ul style="list-style-type: none"> <li>- Review of the Automated Price Adjustment Mechanism model</li> </ul>
Regulatory financial reporting by MaltaPost	<ul style="list-style-type: none"> <li>- Review MaltaPost’s regulatory accounts and update MCA’s price control model</li> <li>- Monitoring of MaltaPost’s financial performance regarding the universal postal service</li> </ul>
Compliance, enforcement, and investigations	<ul style="list-style-type: none"> <li>- Monitoring and enforcement of operators licensed to provide services within and outside the scope of the universal postal service</li> <li>- Monitoring and enforcement of operators subject to a general authorisation providing only services outside the scope of the universal postal service</li> </ul>
Informing stakeholders on key data and trends in the postal sector	<ul style="list-style-type: none"> <li>- Publication of quarterly data report sheets</li> </ul>

## Strategic Objective 2 - Empowering and protecting consumers.

### Overview

The MCA ensures that postal undertakings provide transparent and high-quality services to users. In particular, the MCA ensures a high level of protection for postal service users in their dealings with postal service providers. The MCA also seeks to ensure that there is a universal postal service that meets the reasonable needs of postal service users. A universal postal service ensures the provision of postal services to all people in Malta, at an affordable price and to a sufficient level of quality.

### Managing the compliance framework, with focus on quality-of-service provision

The MCA ensures postal service users are informed about the services they are purchasing, how to file complaints, and the steps to take if unresolved. It keeps the public updated on postal market developments and trends, empowering users with accurate, relevant information to help them choose services that meet their needs.

The MCA engages with postal providers to ensure clear, accessible information, particularly regarding the universal postal service, and monitors MaltaPost's annual QoS performance - in terms of regularity and reliability - against set performance targets. The MCA will continue to oversee compliance with QoS standards, including mail security, complaints handling, and performance monitoring, and may direct corrective action if the universal service provider fails to meet required service levels.

### Ongoing management of the EU regulation on cross-border parcel delivery

The EU Regulation on cross-border parcel delivery services aims to increase the level of transparency of certain single-piece tariffs and enhance regulatory oversight of the parcel delivery market; and ensure that citizens and small businesses have access to reasonably priced cross-border parcel delivery services. The MCA will continue to gather information from parcel (including small packets) delivery service providers about their services and the public list of tariffs applicable for single-piece postal items. Information on the services and public tariffs of all EU Member States are published by the EC on a dedicated website. The MCA assesses whether MaltaPost's cross-border parcel tariffs are 'unreasonably high' and pass that assessment to the EC. The MCA publishes a non-confidential version of the assessment on its website.

Priority Programme of Works 2026 - Strategic Objective 2 (Postal)	
Project / Activity	Planned Output
Implementing the EU Cross-border parcel Regulation	<ul style="list-style-type: none"> <li>- Cross-border parcel tariffs forwarded to the EC for publication</li> <li>- Assessment of cross-border parcel tariffs</li> <li>- Annual Report to the EC</li> <li>- Publication of non-confidential assessment report</li> </ul>
Monitoring QoS performance of the USO	<ul style="list-style-type: none"> <li>- Monitoring of QoS performance of the universal postal service (routing times and the reliability and regularity of mail)</li> <li>- Audit of QoS measurements</li> <li>- Ensure publication of QoS performance</li> </ul>
Compliance, enforcement, and investigations	<ul style="list-style-type: none"> <li>- Biannual report on the complaints and enquires received by the MCA</li> <li>- Biannual report on enforcement actions and related monitoring activities</li> </ul>

## Strategic Objective 4 - Enhancing cybersecurity and resilience.

### Overview

E-commerce growth underscores the transformative impact of digitalisation on the postal sector. Increasing volumes of online transactions and digital payments reflect a long-term shift towards convenience, speed and cross-border e-commerce. This shift also increases reliance on digital networks and systems for the management and delivery of postal services, heightening exposure to cybersecurity risks.

### Monitoring the security, safety, integrity, resilience, and availability of postal and courier services

Under the NIS2 framework, the MCA is responsible for ensuring that postal and courier service providers within scope implement appropriate measures to safeguard the security, integrity, and continuity of their operations. This includes overseeing how providers assess and manage risks that may impact the availability of their services, disrupt delivery processes, or compromise the handling of sensitive goods and data. The MCA will monitor compliance and, where necessary, requires corrective action to strengthen resilience and protect the public's access to reliable postal and courier services.

Priority Programme of Works 2026 - Strategic Objective 4 (Postal)	
Project / Activity	Planned Output
Security of Postal and Courier Services	Support providers within scope with the implementation of cybersecurity measures

## 2.3 Digital

Strategic Objective 5 – Overseeing the application of digital regulation.

### Overview

The MCA is responsible for supervising the provision of relevant digital services. The regulation of digital services is addressed through a mix of regulatory oversight and stakeholder awareness.

### Maintaining regulatory oversight on the application of relevant digital regulation

The MCA's focus for 2026 will be to ensure that online platforms comply with the requirements of the Digital Services Act (DSA) in its capacity as Malta's Digital Services Coordinator (DSC). In this role, the MCA is responsible for ensuring that online intermediaries and online platforms established in Malta operate in accordance with the obligations set out in the DSA. To achieve a coordinated and effective response to the DSA, the MCA has established Memoranda of Understanding (MoUs) with key national stakeholders, including the Malta Police Force, the Information and Data Protection Commissioner (IDPC), the Commissioner for Children, and the Malta Competition and Consumer Affairs Authority (MCCAA). These MOUs formalise collaborative processes for joint investigations and enforcement, reinforcing a multi-stakeholder framework to address the DSA's requirements.

The MCA also participates in, and contributes to, the main DSA activities of the EC and the European Board for Digital Services (EBDS). In February 2025 the MCA, in its capacity as the DSC, announced the designation of the Foundation for Social Welfare Services (FSWS) as a Trusted Flagger. With this designation, FSWS plays a key role in identifying and reporting illegal content, particularly violations related to the protection of minors and Child Sexual Abuse Material (CSAM). Reports submitted by FSWS will be prioritised by digital platforms for swift action. This milestone marks a significant step in the ongoing effort to foster a safer digital environment for minors.

The MCA is responsible for overseeing providers of trust services in Malta in accordance with the European Digital Identity (EUDI) Regulation, which replaces the eIDAS Regulation. The EUDI Regulation aims to ensure universal access for individuals and businesses to secure and trustworthy electronic identification and authentication through the use of a personal digital identity wallet. In line with the EUDI Regulation, all EU Member States are required to make available at least one EUDI Wallet to citizens, residents and businesses by the end of 2026. The MCA has been designated as the competent authority for the supervision of EUDI Wallets established in Malta. In addition, the MCA will assume further responsibilities as the scheme owner of EUDI Wallets established in Malta and will serve as Malta's National Cyber Certification Authority (NCCA) for this framework.

The MCA has also been entrusted with new duties under the Data Act relating to switching between data processing services, including cloud and edge services. The Data Act's cloud switching

provisions are designed is to reduce vendor lock-in by making it easier, faster, and more cost-effective for customers to switch cloud providers. Ultimately, these rules aim to foster a more competitive and equitable digital economy by enhancing data portability and lowering the barriers faced by users wishing to move their data either to another provider or to their own on-premises infrastructure.

The MCA monitors the Geo-blocking Regulation on addressing unjustified online sales discrimination based on customers' nationality, place of residence or place of establishment within the internal market. The MCA monitors adherence to the Cross-border Portability Regulation of online content services. Cross-border portability enables consumers to fully use their portable online content services (films, sports events, music services, e-books, video games, etc) travelling within the EU in the same way they access them at home.

The MCA will continue to maintain regulatory oversight on the activities of the local information society service providers to ensure that locally established websites adhere to the essential requirements of the Electronic Commerce Act, relating mostly to ensuring that the local information society service providers display specific information to facilitate consumer redress.

The MCA will continue to raise awareness on the uptake of digital services. In particular, the MCA will continue to:

- Provide online guides aimed at businesses that sell goods and/or services online and those that intend to set up their own online business.<sup>13</sup>
- Enhance trust in digital services, including by providing a high level of consumer protection and transparency of digital services.
- Assess the adoption of digital services by local businesses and consumers via the findings of business and consumer surveys.
- Raise awareness, in collaboration with other interested stakeholders, on digital services such as accessibility of Public Sector websites and mobile applications, to maximise usage.
- Contribute to fora targeting the uptake of eCommerce amongst SMEs.

The MCA is in the process of being assigned new responsibilities under both the NIS2 Directive and the CER Directive. Under the NIS2, the MCA is expected to be designated as the competent authority responsible for supervising all providers of digital infrastructure as well as digital providers (i.e., providers of online marketplaces, providers of online search engines, and providers of social networking services platforms). These responsibilities come in addition to the oversight of providers of public electronic communications networks, providers of publicly available electronic

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<sup>13</sup> <https://digitalservices.mca.org.mt/>

communications services and providers of postal and courier services. Under the CER Directive, the MCA is expected to be designated as competent authority responsible for ensuring the resilience of all the digital infrastructure sector. The MCA will engage with entities within scope, ensuring that appropriate and proportionate measures are in place to identify the risks of security compromise and are prepared for future risks.

### Monitoring public websites and mobile applications accessibility

The MCA continues to enhance the accessibility of public sector websites and mobile applications, working closely with the Foundation for Information Technology Accessibility (FITA) to ensure these platforms are inclusive for people with disabilities and other disadvantaged groups. This ongoing collaboration ensures that accessibility of government websites and mobile applications stay inclusive and accessible to all. In parallel, the MCA promotes digital inclusivity by raising awareness of the benefits and accessibility of electronic public services, encouraging wider adoption and use among all segments of society. The MCA also participates in the EC's Web Accessibility Directive Expert Group (WADEX), which facilitates the exchange of best practices and tools for monitoring and reporting on web accessibility across the EU.

Directive (EU) 2019/882 on the accessibility requirements for products and services (EAA) was transposed into Maltese law through L.N. 214 of 2022, creating S.L. 627.03, and came into effect in June 2025. The EAA covers a broad range of products and services within the Technology, Media, and Telecommunications (TMT) sector, with the objective of enhancing accessibility for persons with disabilities and other vulnerable users. Enforcement responsibility in Malta rests with the Commission for the Rights of Persons with Disability (CRPD). To leverage synergies between its mandate in public sector web accessibility and the enforcement of the EAA, the MCA has established a MoU with the CRPD. Under this agreement, the MCA provides technical expertise, particularly in relation to information and communication technologies (ICT) and eCommerce, supporting effective implementation and compliance with accessibility requirements.

Priority Programme of Works 2026 - Strategic Objective 5 (Digital)	
Project / Activity	Planned Output
Digital Services Act - Compliance Monitoring	<ul style="list-style-type: none"> <li>- Complaint handling, monitoring, enforcement, and reporting procedures.</li> <li>- Awareness campaign</li> </ul>
EUDI Regulation - Compliance Monitoring	<ul style="list-style-type: none"> <li>- Supervise the provision of trust services</li> <li>- Supervise providers of EU Digital Identity Wallets established in Malta</li> <li>- Develop, maintain and oversee the national certification scheme for EUDI Wallets</li> <li>- Fulfil Malta's role as the National Cyber Certification Authority (NCCA)</li> </ul>
Data Act - Compliance Monitoring	Ensuring compliance with the Data Act relating to switching between data processing services and interoperability of data processing services
Security of Digital Infrastructures and Digital Service Providers	Support providers within scope with the implementation of cybersecurity measures
Web Accessibility Directive - Compliance	<ul style="list-style-type: none"> <li>- Monitoring of public sector websites and mobile apps with the support of FITA</li> <li>- Reporting on the outcome of the monitoring activity</li> <li>- Awareness campaign in relation to digital accessibility by the public</li> </ul>
Digital Services Outreach	<ul style="list-style-type: none"> <li>- Education initiatives across the public sector, businesses and citizens concerning their respective rights and compliance obligations under the respective digital regulations</li> </ul>
eCommerce monitoring of essential requirements	<ul style="list-style-type: none"> <li>- Monitoring of local eCommerce websites</li> </ul>

## 2.4 Policy Shaping

**Strategic Objective 6 - Conducting relevant research, exploring and developing emergent policy areas.**

### Overview

The MCA remains committed to promoting and facilitating development in relevant communications and digital niches. The MCA also, on an ongoing basis, researches and explores emergent policy areas of relevance to its mandate.

[Supporting technological innovation in fixed and wireless broadband, digital trust services, EUDI wallets and postal services.](#)

The MCA strives to keep pace with advancement and trends in the electronic communications sector and in the changes coming along with the technological developments of the digital players. The technological developments of the past decade have transformed the sector, affecting the services, the market dynamics, and the end-user rights.

The MCA will continue to support fixed, wireless and mobile broadband research and development, through various modes. The MCA will also identify funding opportunities in areas of interest, such as 5G SA and 6G, non-terrestrial networks, direct-to-mobile device satellite connectivity, cybersecurity, cloud and edge technologies, AI and Machine Learning, IoTs and Over the Top (OTT) services.

The MCA will continue to make radio spectrum available to enable new and innovative wireless technologies and services. In support of innovative use of radio spectrum, the MCA operates a test and trial licensing framework for local and foreign entities wishing to carry out tests and trials of wireless systems on a non-commercial basis. Malta's geographic location and population density make it an ideal location for pilot studies on wireless technologies. The availability of high-demand spectrum bands and low license fee permits make it possible for interested parties to test and/or trial radio equipment or any type of wireless technology, on a nationwide basis.

The MCA will support AI innovation in the sectors it regulates, by supporting industry to use AI more confidently, safely and effectively. The MCA will also examine how technological innovation is reshaping and transforming the postal sector and influencing future regulatory requirements.

[Addressing the implications of the European Green Deal on relevant sectors and the MCA's regulatory mandate](#)

The transition to a sustainable future requires a dual focus on both digital and green transformations. The European Green Deal emphasizes the need to minimize the environmental impact of human activity, with significant changes across all sectors to meet climate targets at the European and

national levels. This "twin transition" underscores the interdependence of digital advancement and environmental sustainability.

The communications and digital sectors have their part to play, both by minimising their own environmental footprints, and by enabling other sectors to minimise negative environmental impacts through digital connectivity use cases. For the communications sector, the rollout of fibre, which is replacing relatively less energy efficient legacy copper networks, is just one example of a development which will help ensure the sector's environmental sustainability.

The MCA will continue collaborating with industry stakeholders to assess their sustainability practices and environmental impacts. Many operators are already taking significant steps to reduce emissions. The MCA will explore initiatives to inform consumers, empowering them to make eco-conscious choices that promote environmental sustainability in the sector. Research on the sector's alignment with the Green Deal will continue in 2026, involving data collection and engagement with local operators and international bodies like BEREC, RSPG, and ERGP.

Priority Programme of Works 2026 - Strategic Objective 6	
Project / Activity	Planned Output
Research on innovative wireless communication systems	<ul style="list-style-type: none"> <li>- Follow developments taking place internationally</li> <li>- Identify any regulatory barriers which could affect the introduction of the monitored innovative wireless technologies</li> </ul>
Research on postal technologies	<ul style="list-style-type: none"> <li>- Follow developments taking place internationally</li> <li>- Identify any regulatory barriers which could affect the introduction of innovative technologies</li> </ul>

## Strategic Objective 7 - Contributing to the development and implementation of sector policy.

### Overview

The MCA's strategic and business objectives are influenced by decisions made at national, European, and international level. At a national level, the MCA works with stakeholders so that it can be more effective in pursuing its objectives. Beyond the national level the MCA contributes and participates in various EU and other international fora to ensure that any future policies benefit Malta. The MCA also leverages its expertise in the sectors on which it has oversight in providing policy advice to Government.

### Provision of input to EU-driven policy proposals

**European Digital Networks Act (DNA)** - The EC is preparing the Digital Networks Act (DNA) which will include a review of the EECC. The DNA aims to streamline processes, promote investment and enhance competitiveness through a single market. A legislative proposal is expected to be published in January 2026. The MCA will provide technical and policy advice to Government on the development of the DNA.

**A new European Postal Services Directive (PSD)** - The EC is preparing a new EU Delivery Act to modernise the postal and parcel delivery framework, with a legislative proposal planned by the end of 2026. The initiative responds to major structural shifts in the sector: declining letter volumes, booming e-commerce, and emerging issues in consumer protection, market fairness, and regulatory burden. The current legal framework comprises the Postal Services Directive (1997, revised in 2002 and 2008) and the Cross-border Parcel Delivery Regulation (2018). The MCA will provide technical and policy advice to Government on the development of the Delivery Act.

**Space-related topics** - The MCA represents the Government on various European fora that focus on space communications. These include the Horizontal Configuration of the European Union Space Programme Committee, Galileo, EGNOS, the working group on GNSS Evolution, the Task Force on EU GNSS Interference, the EU governmental satellite communications (GOVSATCOM), and the Administrative Board of the European Union Agency for the Space Programme.

### Interacting at various EU-related bodies and major non-EU bodies

The MCA's international obligations entail active participation in the following EU organisations:

- BEREC which ensures independent, consistent, high-quality application of the European regulatory framework for electronic communications markets for the benefit of Europe and its citizens. In 2026, BEREC will continue to prioritise work that improves the conditions for the expansion and take-up of secure, resilient, competitive, and reliable very high-capacity

networks - both land and undersea, fixed and wireless - across Europe. It will also prioritise work that relates to the functioning, openness and sustainability of the digital markets. In addition, BEREC will promote measures that empower end-users to make better-informed choices regarding digital services, incorporating sustainability considerations, and will continue supporting initiatives that strengthen trust in ICT.

- The Radio Spectrum Policy Group (RSPG) which provides high-level strategic advice on spectrum policies to the EC.
- The Communications Committee (COCOM), which assists the EC in carrying out its executive powers under the regulatory framework for electronic communications.
- The Radio Spectrum Committee (RSCOM), responsible for the development of implementing decisions with respect to technical measures that ensure harmonised conditions across Europe for the availability and efficient use of radio spectrum.
- The European Union Agency for Cybersecurity (ENISA) in relation to cybersecurity and network security regulation.
- The European Regulators Group for Postal Services (ERGP) responsible for advising and assisting the EC in consolidating the internal market for postal services and ensuring the consistent application of the European postal regulatory framework for postal services. In 2026, the ERGP will continue to focus on fostering a competitive and dynamic single European postal market, empowering end-users, and ensuring that the Universal Service Obligation (USO) meets users' evolving needs. Its work will also address key horizontal topics affecting the postal sector, including resilience, security, technological innovation, AI, and environmental sustainability. The MCA will host the ERGP Plenary meeting in June 2026, together with a joint MCA-ERGP conference aimed at fostering policy dialogue on the future of postal regulation.
- The EC's Postal Directive Committee (PDC) which serves as a scrutiny body for the application of postal legislation and for the improvement of quality of service, notably the establishment of quality standards for intra-EU cross-border services.
- The Expert group on electronic commerce which advises the EC on issues relating to electronic commerce and related services.
- The European Board for Digital Services<sup>14</sup> composed of the Member States' digital services coordinators and chaired by the EC.
- The European Submarine Cable Infrastructure Expert Group tasked to enhance the security and resilience of submarine cable infrastructures. This group aims to provide expert advice,

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<sup>14</sup> <https://digital-strategy.ec.europa.eu/en/policies/dsa-board>

facilitate information exchange between Member States and the Commission, and support the coordination of efforts in line with the Commission's Recommendation on Secure and Resilient Submarine Cable Infrastructures.

The MCA will also continue to represent Malta in international fora:

- The International Telecommunication Union (ITU) regarding preparation for participation in the ITU Plenipotentiary Conferences, the ITU World Radiocommunication Conferences. The next Plenipotentiary Conference will be held in November 2026, and the next WRC will be held in November 2027.
- The ITU's Advisory Body on Submarine Cable Resilience, with the aim of promoting dialogue and collaboration on potential ways and means to improve the resilience of this vital infrastructure that powers global communications and the digital economy.
- The Universal Postal Union (UPU). The UPU's mission is to stimulate the lasting development of efficient and accessible universal postal services of quality to facilitate communication between the inhabitants of the world.
- The European Conference of Postal and Telecommunications Administrations (CEPT), the International Regulators' Group (IRG) and other related workgroups.
- The European Committee for Postal Regulation (CERP).

The MCA will actively contribute to pan-European initiatives in relation to:

- The EC's review of wholesale voice call termination rates and of wholesale mobile roaming rates.
- The harmonisation of additional spectrum for next generation of wireless broadband services (including 5G and future developments of 6G technologies).
- The EC's review of the EU Digital Decade Policy Programme (DDPP) 2030 targets and objectives to be aligned with the rapidly evolving tech landscape since their adoption in 2022.
- The ongoing submission of accurate statistics and information to the EU and other international organisations.

Priority Programme of Works 2026 - Strategic Objective 7	
Project / Activity	Planned Output
Review of the EU Electronic Communications Code / Proposal for a Digital networks Act	<ul style="list-style-type: none"> <li>- Participating in the BEREC and EC discussion on a new Telecoms regulatory framework</li> <li>- Technical and policy advice to Government as required</li> </ul>
Review of the EU Postal Services Directive / Proposal for a Delivery Act	<ul style="list-style-type: none"> <li>- Participating in the ERGP and EC discussion on a new PSD</li> <li>- Technical and policy advice to Government as required</li> </ul>
Hosting of ERGP Plenary meeting (2026)	<ul style="list-style-type: none"> <li>- Hosting of ERGP Plenary meeting</li> <li>- Joint MCA-ERGP conference</li> </ul>
WRC preparation and participation	<ul style="list-style-type: none"> <li>- Participate in the RSPG subgroup on WRC</li> <li>- Participate in ITU Study Group meetings</li> </ul>
EU and International policy and regulatory initiatives	<ul style="list-style-type: none"> <li>- Ongoing participation and contribution in the following fora and related working groups: <i>BEREC, RSPG, RSCOM, COCOM, ENISA, ERGP, Postal Directive Committee, Expert group on electronic commerce, CEPT, ITU, CERP, and the UPU</i></li> <li>- Provision of statistical and other information to EU and international fora</li> </ul>

## 2.5 Operational Excellence

**Strategic Objective 8 – Maximising operational excellence for regulatory effectiveness and relevance.**

The MCA operates within a dynamic and complex landscape, characterised by constant changes, in the sectors it regulates and the overarching policy context. To effectively navigate this landscape, the MCA is committed to being an active and agile organisation and forward-looking regulator, capable of responding to the rapidly changing environment and effectively addressing challenges that affect the MCA's ability to fulfil its mission in a timely manner.

The MCA aims to be a model for excellence by effectively managing its resources, maintaining a commitment to transparent and responsive processes that encourage public involvement and decision-making that best serves the public interest, and encouraging a culture of collaboration both internally and across government entities.

The MCA's ability to deliver on its evolving mandate hinges on four key drivers of organisational success: maintaining an informed regulator with a deep understanding of the sectors; fostering proactive stakeholder engagement; adapting to our evolving mandate; and optimising our people and processes. Moreover, regulation is only effective when regulated entities comply with their regulatory obligations.

### Compliance and enforcement

In terms of compliance and enforcement, the MCA's statutory functions can be divided into two categories: to ensure that regulated entities comply with their regulatory obligations and to ensure that the radio spectrum is managed in an efficient and effective manner. This includes supporting stakeholders to understand how to comply with their regulatory obligations.

### Performance planning and review

The MCA is committed to maintaining efficient and effective strategic and business planning, along with the monitoring of actual performance against predetermined targets. Performance planning cascades from the strategic and business planning tier to individual staff performance planning programmes. All these components are co-ordinated and regularly reviewed and updated in a process of continuous improvement. The MCA consistently ascertains the validity of its performance by reviewing its activities on an ongoing basis, assessing whether outputs and outcomes are being attained and reviewing its plans accordingly.

### Human resources

The MCA is committed to fostering a knowledge-based, well-structured workforce capable of effectively fulfilling its mission and mandate. For the MCA to be an informed regulator, in addition to access to high-quality and reliable data in a timely manner, it must have skilled staff who can undertake analysis to produce high-quality research and insights.

Performance-based activity permeates down to the individual level by means of individual performance assessments, which tie into the achievement of organisational goals. Staff performance measurement reflects the organisation's progress in meeting its strategic objectives.

Staff motivation is considered a key element for the success of the MCA's mission. The MCA is committed to maintaining an environment that brings out the best in the people it employs.

The MCA places high value on the ongoing training of staff in both soft and hard skills and is committed to periodically conduct a structured programme across the entire organisation as the basis for its training schedule. Such structured training is over and above the essential 'on the job' knowledge gathering that takes place on an ongoing basis. The latter includes overseas specialized technical and professional training as well as study visits to and exchanges with fellow NRAs in other EU member states.

Ongoing participation in BEREC and ERGP workgroups has also served its purpose as a highly valued means of investing in expertise. The MCA staff members eventually provide a return by contributing as co-drafters on a number of these workgroups. Various MCA representatives are also being nominated and considered as Co-Chairs of these expert workgroups.

The MCA needs to be in a position where it can compete with other economic players to attract and retain the best and brightest to be able to carry out its mandate to maximum effect.

In 2026, the MCA will assume new and expanded responsibilities, marking an important milestone in its evolution as a regulator within the broader digital ecosystem. This evolution supports the MCA's mission to foster a dynamic communications environment that drives investment, innovation, economic growth, and societal well-being. To meet these challenges, the MCA will ensure that its structures, funding, expertise and capabilities are fully aligned with its expanded remit.

The MCA will continue to focus on supporting and retaining its existing talent pool as it recruits additional staff to fulfil its Mission and evolving mandate. As new functions are added to its mandate, the MCA will continue to strike an appropriate balance between in-house resources and outsourcing.

### Outsourcing of expertise

In those instances where it is feasible to do so, the MCA will outsource requirements for services whenever these involve the need for specific expertise that is not available within the Authority. The MCA will also consider outsourcing where the need for such services is short-term and mainly serves to address a pressing need. The MCA is committed to dedicating the necessary resources towards

the management of contractors, with a view to obtaining the best possible value in services received both in terms of contracted outputs as well as via knowledge transfer.

## Organisation

An organisation that operates in a highly dynamic environment needs to have the in-built flexibility to adapt to changing circumstances. The MCA retains such flexibility via a matrix mode of operation that cuts across formal organisational boundaries and brings together staff from various units and disciplines together to work on specific assignments.

As new functions are assumed the MCA will dovetail these with its business in as seamless a manner as possible. The MCA mission, strategic and business objectives, organisation structure, policies and procedures will be updated to reflect the new state of affairs.

## Resources

For the MCA to function at desired levels and empower its staff members to achieve optimal performance, it needs to ensure that they are adequately equipped to carry out the task. In this respect this organisation is committed to providing the environment that is most conducive to productivity. This commitment is reflected in the provision of adequate premises and ICT resources as well as other logistical support necessary for the successful execution of tasks.

The MCA also deems information management as being a fundamental resource to this organisation and will see to setting up new information systems and processes as necessary, as well as maximising the potential of existing ones. The MCA considers keeping staff updated on developments on an ongoing basis as a fundamental component of its information management activity.

Financial autonomy represents another important pillar in the maintenance of the MCA's status as an independent and effective regulator as well as to achieve desired targets in the case of other mandated non-regulatory activities. The MCA follows principles of good governance, ensuring that it has adequate finances to meet its mandate and that it delivers the best possible service to stakeholders. In so doing this organisation ensures that it is fully accountable for its activities and related incomes and expenditures.

The MCA ensures that financial reporting reflects the various activities carried out and the related sources of funding. The MCA dedicates the necessary resources towards maintaining its accountability framework to the highest standards.

Financial autonomy by itself is not effective in achieving targeted objectives without equal autonomy in personnel recruitment and speed of procurement. Thus, to be able to deliver its programme the MCA requires the collaboration and timely input of other institutional players, not only in the area of Finance but also in the case of recruitment and procurement. Such collaboration and input are to be seen in the context of the MCA's independence and accountability, as enshrined in law.

The MCA also considers timely collaboration from other institutional players as a critical input towards successful outcomes, particularly in instances where projects span a number of government bodies. In the same spirit the MCA is committed to providing timely and quality input to institutional players whenever such is reasonably required.

In 2026 the MCA will upgrade to a new Enterprise Resource Planning (ERP) system. The upgrade will integrate with the digitization of the radiocommunication licensing function, establishing a synergistic connection between the cutting-edge ERP system and the streamlined licensing processes. The digitisation of the radiocommunications equipment licences will provide better online process for stakeholders and enable the MCA to provide a more efficient licensing service.

Priority Programme of Works 2026 - Strategic Objective 8	
Project / Activity	Planned Output
Upgrading MCA's Enterprise Resource Planning (ERP) system	- Go live on new system
Digitisation of radiocommunications licences	- Go live on new system
Annual Report	- Publication of MCA's Annual Report 2025
Annual stakeholder event	- Host Annual stakeholder event for 2026
Strategy Update and Business plan	- Publication of Strategic Update 2026 – 2028 - Publication of Work Programme 2026 - Strategy Update 2027 - 2029 - Business and Financial Plan 2027 - 2029
Performance management and monitoring	- Quarterly performance management reviews (monitoring of outputs / outcomes)
Processes and procedures	- Ongoing review of the MCA's processes and procedures
Staff training	- Ongoing staff training in both soft and hard skills

### 3 Financial Projections

The MCA's projected expenditure for 2026 is expected to be as shown in **Table 1** below:

<b>Table 1: MCA's Expenditure Analysis - 2026</b>					
	<b>Staff Costs</b>	<b>Administrative Expenditure</b>	<b>Operational Expenditure</b>	<b>Projects Expenditure</b>	<b>Total Expenditure</b>
<b>Electronic Communications</b>	1,840,472	466,044	504,590	318,530	<b>3,129,636</b>
<b>Ministerial Activities (Electronic communications)</b>	261,736	54,719	139,051	300	<b>455,806</b>
<b>Postal Services</b>	269,326	30,239	26,873	97,100	<b>423,538</b>
<b>Radio Spectrum Management<sup>15</sup></b>	419,562	76,211	363,970	480	<b>860,223</b>
<b>Radiocommunications Equipment Licences</b>	292,067	35,662	4,502	360	<b>332,591</b>
<b>Digital Services</b>	393,304	62,206	26,816	157,420	<b>639,746</b>
<b>Cybersecurity Oversight</b>	821,728	83,212	8,405	250,840	<b>1,164,185</b>
<b>Total Expenditure (€)</b>	<b>4,298,197</b>	<b>808,293</b>	<b>1,074,207</b>	<b>825,030</b>	<b>7,005,725</b>

<sup>15</sup> Expenditure related to the management and monitoring of the radio spectrum that do not effectively pertain to the rights of use by electronic communications operators.



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