Malta Communications Authority

Annual Report and Financial Statements 2025



MALTA COMMUNICATIONS AUTHORITY

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Annual Report and Financial Statements 2025

MALTA COMMUNICATIONS AUTHORITY

01

Mission & Strategic Objectives



Our Mission

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

Strategic Objectives

1. Promoting a competitive electronic communications sector that delivers efficient investment, innovation and choice.
2. Ensuring that electronic communications undertakings provide transparent, high-quality services to all users.
3. Maintaining open, safe and secure electronic communications.
4. Maximising the potential of radio spectrum.
5. Supervising the provision of digital services.
6. Promoting a competitive postal sector that delivers efficient investment, innovation and choice.
7. Ensuring that postal undertakings provide transparent, high-quality services to all users.
8. Contributing to the development and implementation of sector policy.
9. Conducting relevant research, exploring and developing emergent policy areas.
10. Maximising operational excellence to ensure regulatory effectiveness and relevance.



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02

Messages





Chairperson's Message

Digital infrastructure has become part of the strategic fabric underpinning national resilience and public confidence. In an increasingly uncertain geopolitical environment, secure connectivity, trusted digital services and the capacity to withstand disruption are matters of strategic national importance. The MCA's work must therefore be viewed not only in regulatory terms, but also as a vital contribution to Malta's digital sovereignty, security and long-term resilience.

As the MCA marks its twenty-fifth anniversary this year, it does so as a mature and respected institution. This milestone should inspire confidence, but not complacency. The next phase of its development will be more complex, requiring continued investment, stronger cooperation and sustained institutional resolve.

Inġ. Jonathan Scerri
Chairperson of the Board of Directors
Malta Communications Authority

This Annual Report shows the extent to which the regulatory landscape evolved during 2025. The Authority's remit continued to extend beyond electronic communications and postal services into areas where cybersecurity, digital identity, platform accountability, data governance and critical infrastructure increasingly converge. The need to foster a safer online environment, particularly for children and vulnerable users, is increasingly pressing. While no single institution can eliminate every digital risk, the MCA must ensure that the frameworks entrusted to it are applied credibly, proportionately and in the public interest.

These interconnected responsibilities require the Authority to operate as a trusted participant within a wide institutional ecosystem. Many challenges cut across established mandates and demand coordinated action. The Board therefore welcomes the MCA's stronger collaborative arrangements, including Memoranda of Understanding that formalise cooperation and information-sharing. Such arrangements reduce the risk that institutional gaps, overlaps or fragmentation weaken the protection afforded to citizens and businesses.

In this environment, the Board's pivotal role is to provide strategic direction while safeguarding the Authority's independence, impartiality and credibility. The work undertaken in 2025 reflects an institution that continued to deliver while preparing for a broader role. Professionalism, technical discipline and commitment remain the MCA's principal strengths.

The Board considers it a key strategic priority that the Authority's organisational capacity keeps pace with its expanding mandate. Independence in law must be matched by timely access to the people, expertise, systems and institutional agility required to act effectively. The MCA must strengthen both the breadth of its capabilities and the depth of specialist expertise on which high-quality regulation depends.

The Authority's ability to fulfil its responsibilities depends on maintaining an organisational capacity that evolves with its expanding mandate. Achieving this requires continued investment in people, expertise and appropriate employment conditions, supported through constructive engagement with the competent public authorities. The Board will continue to work collaboratively with all stakeholders to ensure that the MCA remains equipped to deliver effective regulation, quality advice to Government, and strong protection of citizens and businesses. These considerations assume added significance in the context of Malta Vision 2050. Malta's ambitions for innovation, competitiveness and quality of life depend on secure, resilient and trusted digital foundations. While the MCA does not determine national policy, its technical expertise, regulatory judgement and institutional credibility are indispensable to translating those ambitions into sustainable outcomes.

On behalf of the Board, I extend my sincere appreciation to the CEO, management and all MCA employees for their commitment and professionalism throughout. I also thank my fellow Board members for their valuable counsel and acknowledge the constructive engagement of the Ministry and the Authority's institutional partners. The Authority's foundation is strong. Our collective responsibility is to preserve that strength while ensuring that the Authority remains equipped to meet the demands of an increasingly digital future.



CEO's Foreword

Few periods in the history of the Malta Communications Authority (MCA) have witnessed such a convergence of technological change, regulatory reform and strategic opportunity as the one we are experiencing today.

The systems that underpin modern life, from high-speed connectivity and cloud services to digital identity frameworks, trust services and resilient critical infrastructure, are becoming more interconnected, more essential and, at the same time, more exposed to new risks. Regulation, in turn, is becoming broader in scope, more technically demanding and more strategically important. Against this backdrop, 2025 was a year in which the MCA continued to deliver across its established responsibilities while preparing for a significantly expanded role in Malta's digital and communications landscape.

Mr Jesmond Bugeja
Chief Executive Officer
Malta Communications Authority

This Annual Report marks an important point in the Authority's continued development. It provides an opportunity to reflect on the MCA's evolution from a regulator operating within a more clearly defined communications environment to an institution entrusted with responsibilities that sit at the heart of Malta's digital economy, national resilience and public trust. Over successive phases of technological and regulatory change, the Authority has continuously adapted to evolving markets, emerging technologies and expectations. That ability to evolve while remaining firmly anchored in the public interest remains one of its defining strengths.

As this report demonstrates, 2025 was a year of significant regulatory and supervisory activity across electronic communications, postal services and the wider digital sphere. In electronic communications, we remained focused on promoting effective competition, supporting investment, strengthening consumer protection and improving transparency around quality of service. We also continued our work on spectrum and numbering, market analysis, end-user rights and measures to combat fraudulent and scam communications. In postal services, our focus remained on safeguarding the sustainability, affordability and quality of the universal postal service while responding to the continued growth in parcel delivery driven by e-commerce and changing consumer behaviour.

2025 was also a year of preparation for the next phase of the Authority's development. The MCA's responsibilities continue to expand in response to major European legislative initiatives. The Digital Services Act has already established the MCA as Malta's Digital Services Coordinator, while additional responsibilities linked to NIS2, the Critical Entities Resilience Directive, the Data Act, the European Digital Identity framework and the Gigabit Infrastructure Act are reshaping the Authority's role. Together, these developments point towards a more integrated model of regulation, placing greater emphasis on security, resilience, trust, interoperability and effective enforcement across an increasingly complex digital ecosystem.

This changing landscape is further reflected in developments at European level, including the European Commission's January 2026 proposal for a Digital Networks Act. Intended to modernise and harmonise Europe's connectivity framework, the proposal would reform and build upon the 2018 European Electronic Communications Code. The MCA is actively contributing to its analysis and supporting Government through expert input and independent advice as the legislative process unfolds. This is precisely the kind of policy transition in which the MCA must play a steady and constructive role: technically informed, strategically aware and firmly grounded in Malta's national interest.

International engagement remains an essential part of that role. In increasingly interconnected sectors such as communications, postal services and digital regulation, national effectiveness depends on active participation in European and international processes. In this regard, December 2025 was a particularly important milestone as Malta hosted the BEREC Plenary Meetings. Bringing Europe's electronic communications regulators together in Malta reflected both a significant institutional achievement and the MCA's standing within the European regulatory community. It demonstrated our commitment not only to participating in European regulatory work but also to helping shape it. This wider contribution was further reflected in my continued participation in the ITU's global advisory

board on submarine cable resilience, highlighting both the strategic importance of secure submarine infrastructure and Malta's role in broader discussions on global digital connectivity.

The Authority's commitment to international engagement extends across all areas of its remit. This was further demonstrated in 2026 through the MCA's hosting of the ERGP Plenary in Malta for the first time. This represented another important milestone for the Authority and underscored its active contribution to European regulatory cooperation. It also reflected the MCA's growing role and standing within the European regulatory community.

Looking back at 2025 from the vantage point of 2026, I believe the year can be characterised by three qualities: continuity, preparation and ambition.

Continuity, because the MCA continued to discharge its established functions diligently and effectively.

Preparation, because we invested significant effort in equipping the Authority for a broader and more demanding mandate.

Ambition, because the MCA is determined not simply to respond to change, but to help shape a regulatory environment that enables innovation, safeguards resilience, protects users and supports Malta's long-term interests.

As the MCA continues to build on its institutional experience, it does so with a clear sense of responsibility. This also offers an opportunity to acknowledge the many individuals, stakeholders and institutions that have contributed to the Authority's development over the years. The MCA of today has been shaped by the efforts of successive Boards, employees, public officials, industry participants and international partners, all of whom have played a role in its evolution.

The sectors we regulate are now fundamental to economic growth, social inclusion, national resilience and public trust. Our role is not simply to regulate markets or enforce rules, but to help create the conditions for a secure, competitive and future-ready digital environment that supports Malta's long-term ambitions.

> The MCA of today has been shaped by the efforts of successive Boards, employees, public officials, industry participants and international partners, all of whom have played a role in its evolution.

As Malta pursues the aspirations set out in Vision 2050 and Europe advances towards the objectives of the Digital Decade, the MCA will continue to play its part in enabling trusted digital transformation, promoting innovation and safeguarding the interests of citizens and businesses.

None of this would be possible without the dedication, professionalism and expertise of the Authority's employees, whose commitment remains the driving force behind the MCA's work. Behind every regulatory outcome described in this report are individuals whose efforts help ensure that Malta continues to benefit from trusted communications, resilient digital infrastructure and effective consumer protection. I would also like to acknowledge the guidance and support of the Authority's Board and the continued strategic policy direction provided by our Ministry in advancing Malta's digital ambitions.

That commitment has long guided the Authority and will continue to do so in the years ahead.



03

Board of Directors & Management Committee



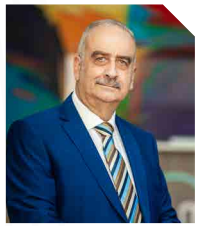
Board of Directors



Inġ. Jonathan Scerri
Chairperson



Ms Kristy Debono
Deputy Chairperson



Mr Victor Carachi
Member



Mr Paul Debono
Member



Dr Nathaniel Falzon
Member



Dr Mario Rodgers
Member



Mr Brian Scicluna
Member



Ms Therese Gauci
Board Secretary

Management Committee



Mr Jesmond Bugeja
Chief Executive Officer



Mr Ian Agius
Chief of Operations



Mr Robert Mifsud
Chief of External Relations



Inġ. Antoine C. Sciberras
Chief of Spectrum Management & Technology



Mr Damian Gatt
Chief of Policy & Planning



Mr Joseph Seychell
Chief of ICT & Digital Services



Dr Rosette Cassar
Chief Legal Adviser



Inġ. David Scerri
Chief of Cybersecurity



Mr Jason Galea
Financial Controller



Ms Nevise Borg Caligari
Senior Manager, Human Resources & Administration

04

Electronic Communications



04 Electronic Communications

4.1 Market Trends [1]

The Maltese electronic communications sector maintained a positive growth trajectory in 2025, underpinned by sustained demand for high-quality connectivity. Growth was primarily driven by stronger adoption of high-speed fixed and mobile broadband services. Notably, gigabit-capable infrastructure is in place, following sustained investment by operators. Malta is indeed characterised as a dual-network market, with island-wide Fibre to the Home (FTTH) and DOCSIS 3.1 cable infrastructures capable of delivering gigabit connectivity. GO completed its nationwide fibre roll-out, while Melita and Epic had already established extensive high-speed network footprints.

This progress is aligned with the objectives of the European Commission's 2030 Digital Decade Policy Programme (DDPP).[2] Malta achieved the target of nationwide gigabit connectivity for all end-users and is seeing gigabit take-up increase at a strong pace.

Against this background, this section presents the main trends in the provision of electronic communications services in Malta, including cross-cutting developments such as bundling and high-end fixed data services.

Subscription levels and penetration rates for mobile services advanced further, alongside rising data usage and declining reliance on traditional voice and messaging services. An increase in take-up for standard fixed broadband and high-end connectivity was registered, particularly in the gigabit segment. This was accompanied by improved entry-level download data speeds and a continued decline in the average price per Mbps. Consistent with these outcomes, the

1 Figures are based on data supplied by operators as of 2 April 2026, corresponding to the Q4 2025 Data Report Sheet (DRS) publication. Subsequent DRS publications may reflect revisions to previously reported data.

2 Digital Decade Policy Programme. European Commission. Available at: https://digital-strategy.ec.europa.eu/en/policies/digital-decade-policy-programme (Accessed: 24 April 2026).

communications sector exerted a modest downward impact on the overall Harmonised Index of Consumer Prices (HICP).[3]

Fixed connectivity services

The fixed data connectivity segment performed strongly in 2025. By year end, nationwide FTTH coverage was achieved, positioning Malta amongst the first EU countries to reach full fibre coverage. This places Malta well above the EU27 average in terms of fixed-network availability and readiness for high-speed services on a national scale.

Overall market developments also reflect a shift from infrastructure rollout to service enhancement and competitive positioning. For example, operators upgraded retail offers to households, increasing entry-level speeds from 100 Mbps to 300 Mbps, while also expanding value propositions through bundled and non-ECS offerings.



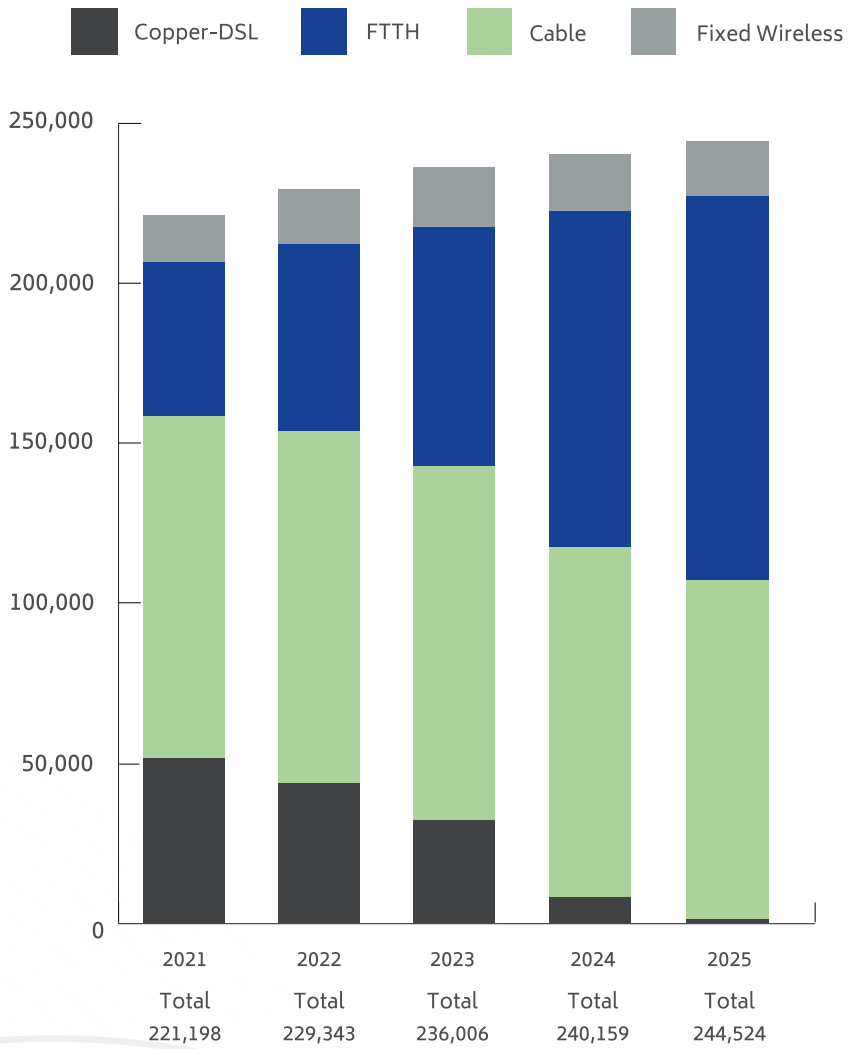
3 Source: Harmonised Index of Consumer Prices (HICP): December 2025. NSO. Available at: NSO Malta | Harmonised Index of Consumer Prices (HICP): December 2025 - NSO Malta (Accessed: 24 April 2026).

Standard fixed internet subscriptions

Internet subscriptions increased by 1.8% to 244,524, equivalent to 80.9% of the capture market, including households and active business units. Growth was primarily driven by continued migration towards fibre, with FTTH subscriptions rising to 49.2% of total connections, surpassing cable for the first time. This shift largely reflects ongoing network upgrades and deployment strategies by operators, rather than an explicit preference for fibre as a distinct technology by end-users. At the same time, legacy copper networks neared full phase-out.

The main internet service providers continued to invest in FTTH and expanded their respective FTTH subscriber bases, with FTTH subscriptions now rising to 120,349 (49.2% of all fixed internet subscriptions). This was the first time combined FTTH subscriptions of all operators exceeded cable subscriptions, as cable's share fell from 45.6% in 2024 to 43.3% in 2025.

Figure 1: Number of fixed broadband subscriptions by technology, as at end 2025



Demand for higher-speed connectivity continued to strengthen. Gigabit subscriptions increased significantly, accounting for 26.5% of all fixed broadband connections.

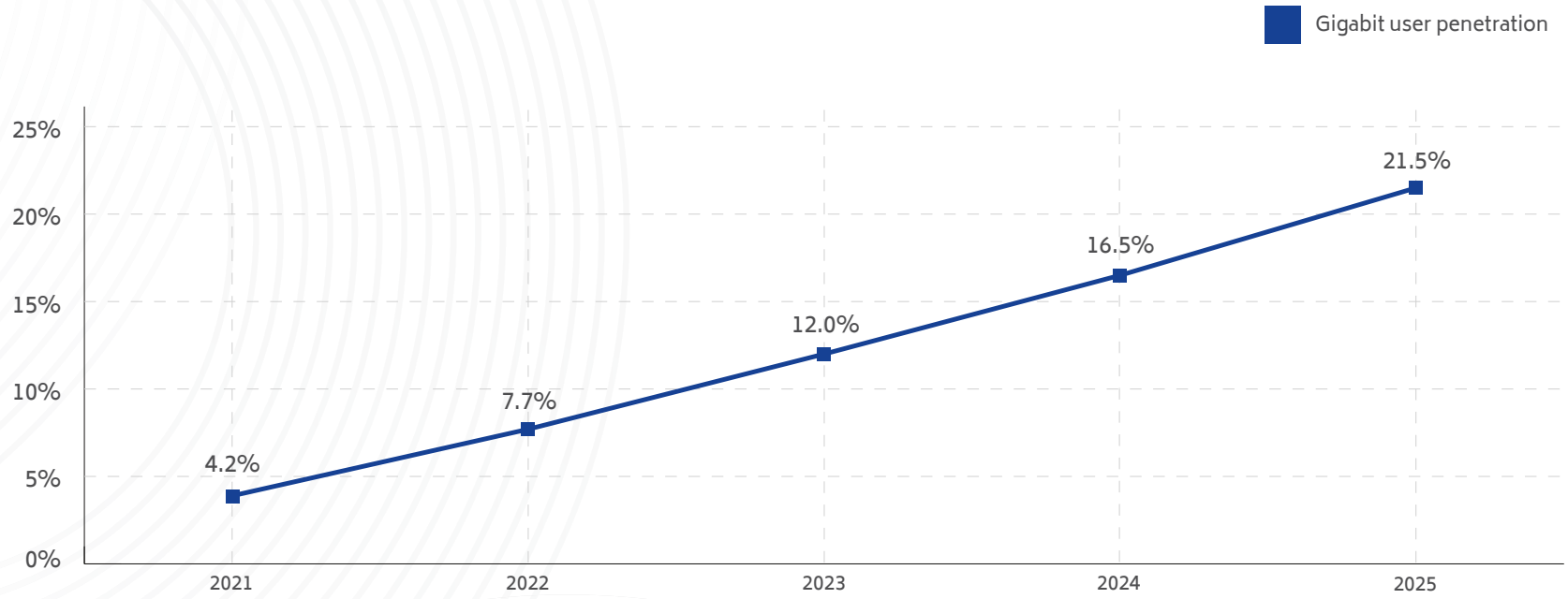
In terms of penetration, 21.5% of Maltese users had a gigabit internet connection by end-2025, up from 16.5% in 2024.

Figure 2: Number of fixed broadband subscriptions by headline download speed, as at end 2025

Fixed broadband subscriptions	Total	Cable Platform	DSL Platform	FTTH Platform	Fixed Wireless
< 30 Mbps	**563**	-	33	223	307
≥ 30 Mbps and < 100 Mbps	**25,360**	5,927	986	1,545	16,902
≥ 100 Mbps and < 500 Mbps	**77,033**	11,028	-	66,005	-
≥ 500 Mbps and < 1 Gbps	**76,667**	62,207	-	14,460	-
≥ 1 Gbps	**64,901**	26,785	-	38,116	-

Figure 3: Share of dwellings served by gigabit-capable connectivity

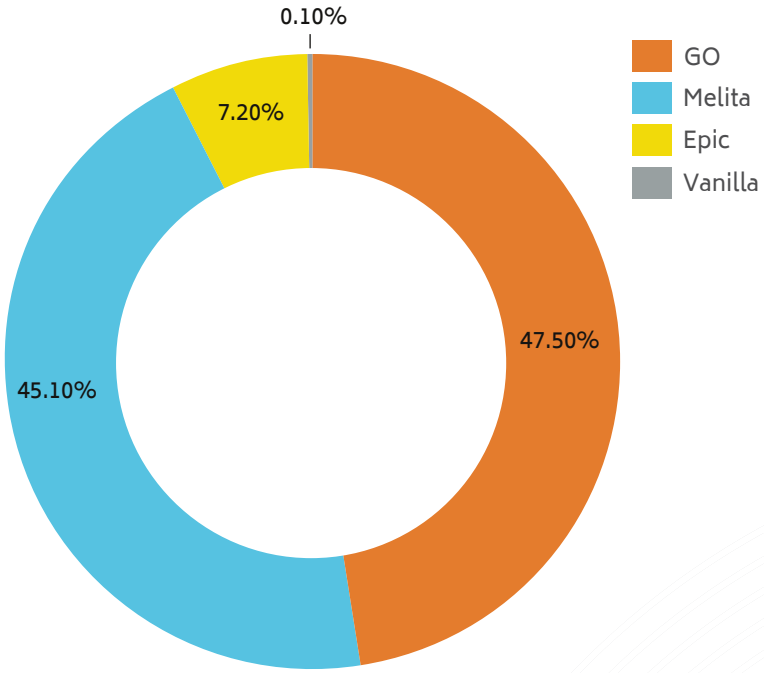
Number of dwellings is equivalent to household and business premises



Market share in terms of subscriptions

From a market structure perspective, GO and Melita remain the leading internet providers, although both recorded slight declines in market share, while Epic continued to expand its position. This indicates a gradual rebalancing of the competitive landscape.

Figure 4: Market share by operator, as at end 2025





Subscriptions in a bundle

Bundling remains a central feature of the market, with most fixed broadband subscriptions purchased as part of dual-play or triple-play offers. While bundled subscriptions continued to increase, their growth rate was more moderate compared to overall broadband growth, suggesting some evolution in consumer purchasing patterns when it comes to stand-alone plans.

Figure 5: Number of fixed broadband subscriptions in a bundle, as at end 2025

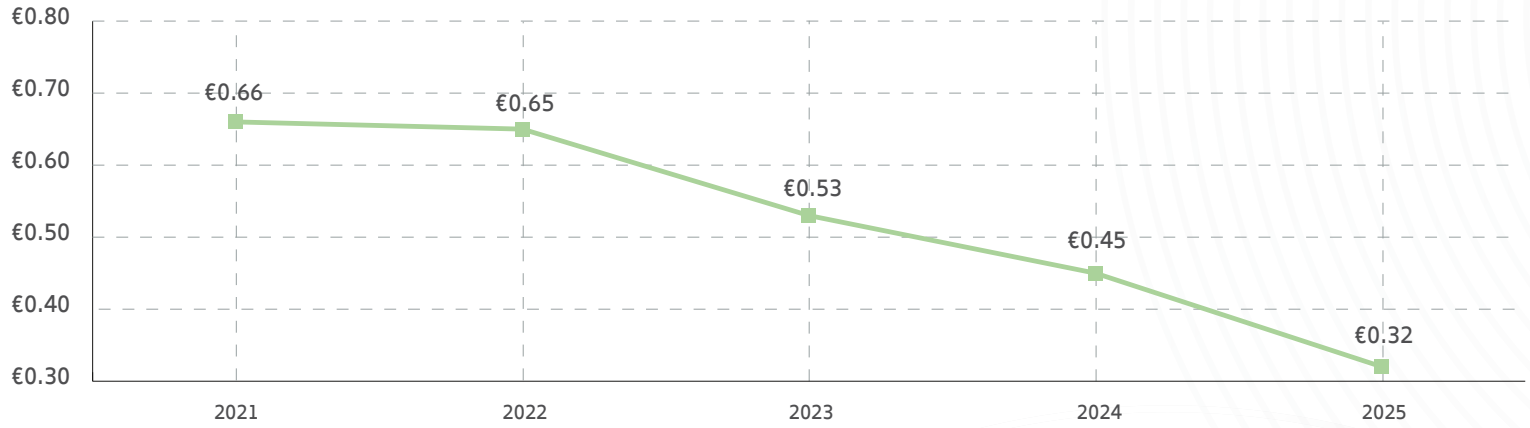
Fixed broadband subscriptions in a bundle	2021 208,620	2022 210,869	2023 215,312	2024 216,183	2025 222,225
Dual play	**67,511**	**64,418**	**63,238**	**59,987**	**60,756**
Fixed Telephony + Fixed Broadband	67,511	64,418	63,238	59,987	60,756
Triple play	**141,109**	**146,451**	**152,074**	**156,196**	**161,469**
Fixed Telephony + Mobile Telephony + Fixed Broadband	-	-	-	-	-
Fixed Telephony + Fixed Broadband + TV	141,109	146,451	152,074	156,196	161,469
Number of Fixed Broadband subscriptions (end of period)	**221,198**	**229,343**	**236,006**	**240,159**	**244,524**
Bundled Fixed Broadband subscriptions	**94.20%**	**91.90%**	**91.20%**	**90.27%**	**90.90%**

Pricing and revenue indicators

Price developments point to improving outcomes for end-users, particularly for bundled offerings, which remained below the EU average.[4] Although monthly access fees increased marginally in some cases, this was offset by upgrades in offered speeds, resulting in a continued decline in the average price per Mbps.[5]

The average price paid by local consumers for one megabit per second (or price per Mbps) declined from €0.45 in 2024 to €0.32 in 2025. This reduction is attributable to increases in download speeds.

Figure 6: Average price per Mbps (average for 2025)



4 Mobile and fixed broadband price is Europe in 2023: Insights into the European Broadband Market. European Commission. Available at: https://digital-strategy.ec.europa.eu/en/library/mobile-and-fixed-broadband-price-europe-2023-insights-european-broadband-market?pk_source=ec_newsroom&pk_medium=email&pk_campaign=Shaping%20Europe%27s%20Digital%20Future%20website%20updates/en (Accessed 20 April 2026).

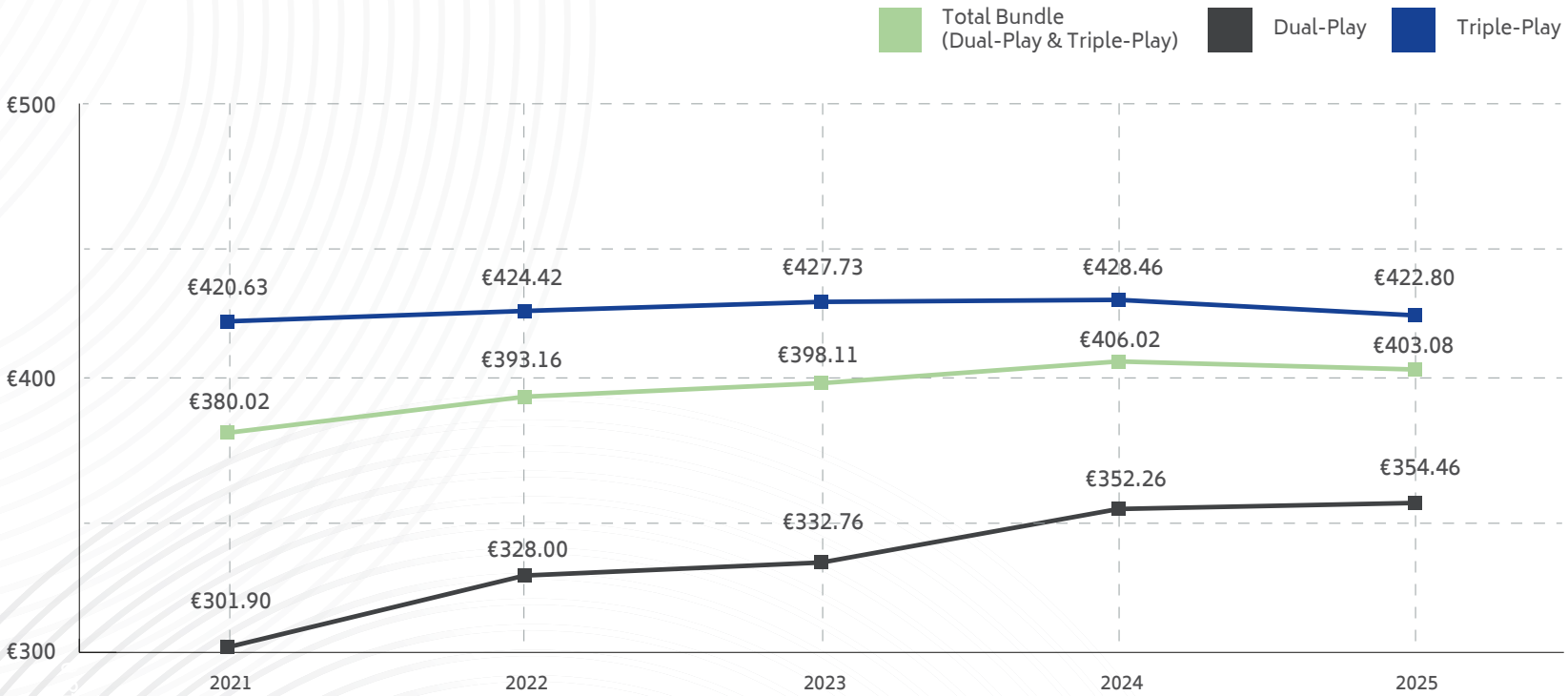
5 The calculation includes both bundle and stand-alone subscriptions. For bundles, the entry-level access fee is adjusted by deducting the estimated value of the additional bundled service, based on the actual or estimated stand-alone prices of that service.

Average revenue per user for bundled services

Revenue indicators reflect the shift towards higher-value services. Average revenue per user (ARPU) for fixed broadband increased moderately, from €267.36 in 2024 to €273.46 in 2025, driven by the growing uptake of high-speed plans.

Some variations in dual-play and triple-play bundle ARPUs were observed. In 2025, local operators generated €354.46 in revenue per dual-play subscriber, up from €352.26 in 2024. By contrast, revenue per triple-play subscriber declined from €428.46 in 2024 to €422.80 in 2025.

Figure 7: Average revenue per bundle user, by type of bundle



High-end connectivity services

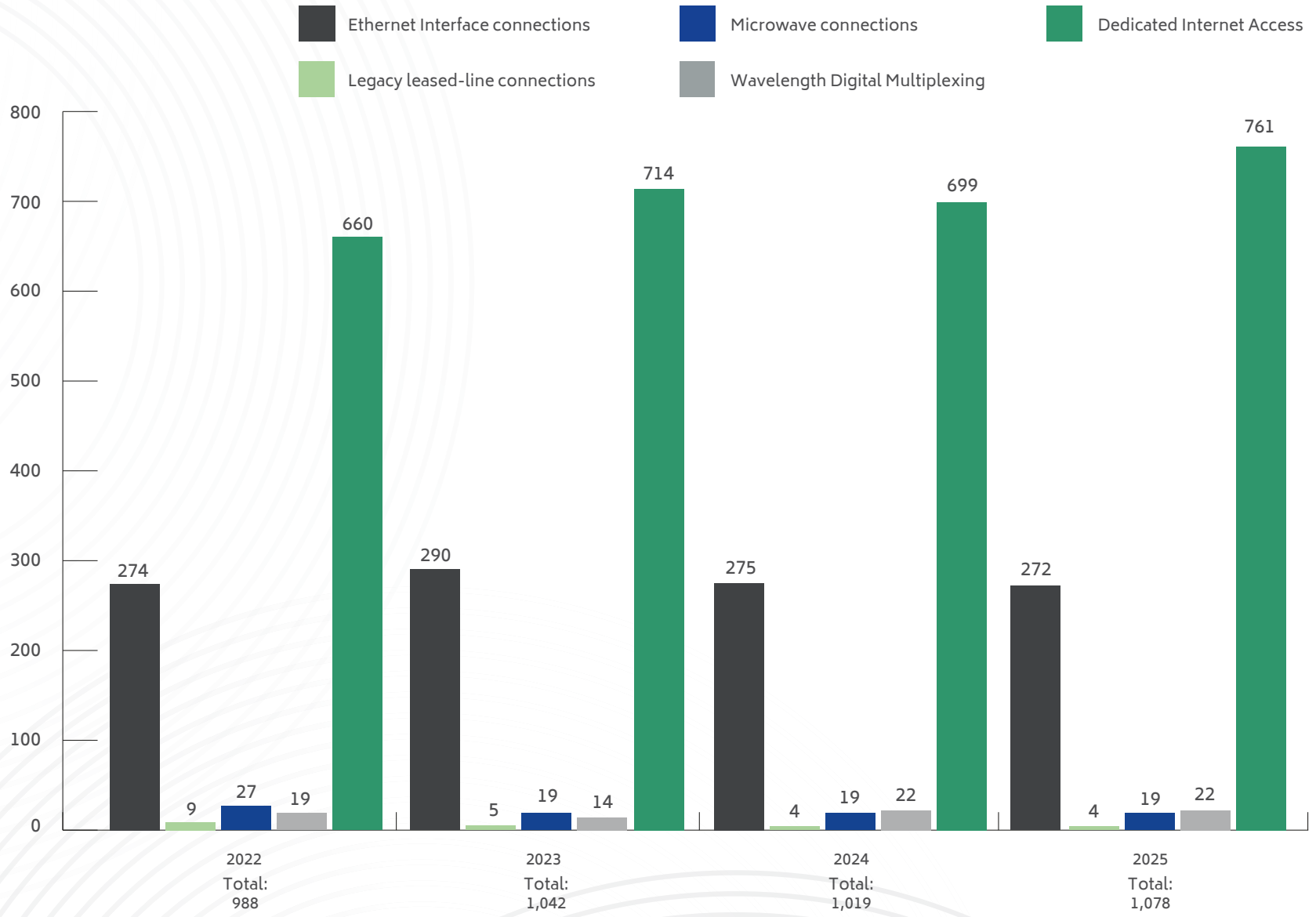
Operators offer a range of high-capacity connectivity services tailored to business users with specific performance and reliability requirements. These include Dedicated Internet Access (DIA) and managed connectivity solutions such as Ethernet services, wavelength division multiplexing (WDM), and microwave links. While these services differ in terms of underlying technology and network architecture, they share key characteristics valued by enterprise users, including guaranteed bandwidth, low latency, service level agreements (SLAs), and high reliability.

DIA, defined as uncontended and dedicated access to the public internet, remains the predominant service acquired by users for domestic connectivity, accounting for 70.6% of all national retail business connections. The remaining demand is largely met through managed connectivity services, primarily Ethernet-based solutions, which are widely used for both domestic and international applications.

At the cross-border level, Ethernet services also represent the main form of high-quality managed connectivity provided by local operators to a small number of users, totalling thirty as at end-2025. Most of these connections are provisioned at gigabit speeds compared to domestic services, reflecting the more capacity-intensive requirements of cross-border connectivity.



Figure 8: Number of point-to-point connections served to enterprises located in Malta, as at end 2025



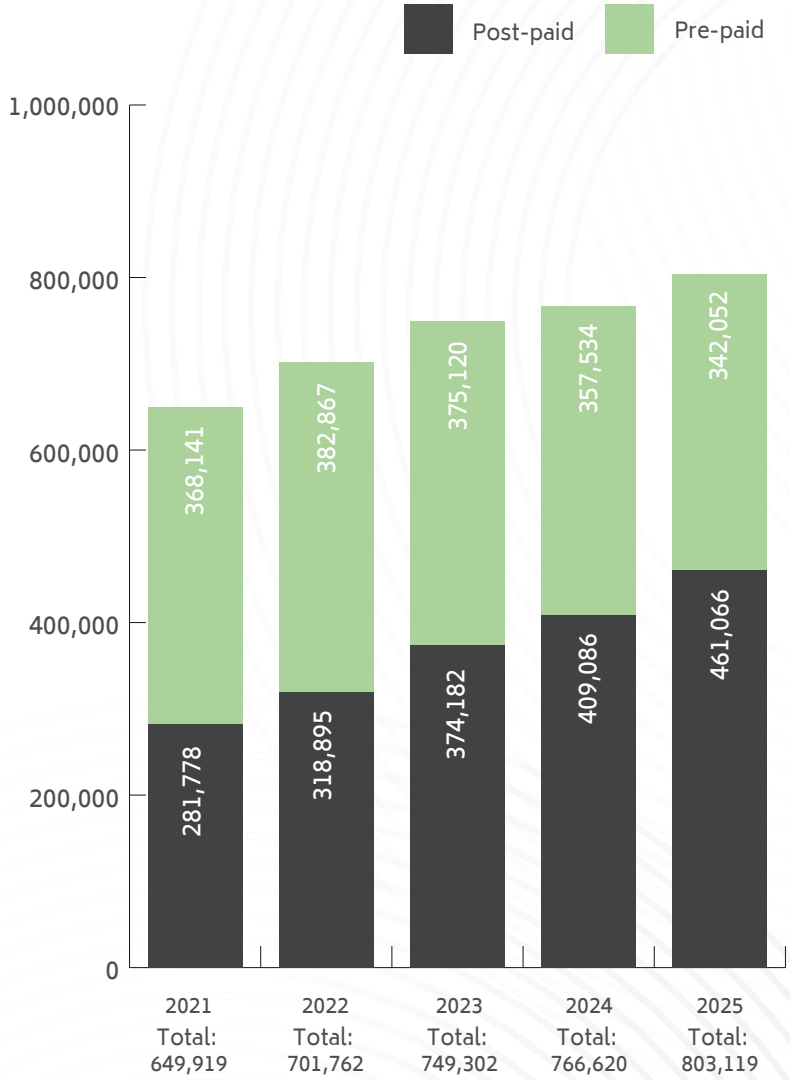
Mobile telephony

The mobile market continued to expand in 2025, driven by sustained growth in data-centric services and evolving consumer usage patterns. Against a backdrop of declining voice and Short Message Service (SMS) usage and increasing reliance on mobile broadband, operators further aligned their retail strategies towards data-driven offerings. This was reflected in ongoing adjustments to post-paid plans, including higher data allowances, revised pricing structures, and enhanced service features aimed at strengthening customer acquisition and retention.

Mobile telephony subscriptions

Mobile subscriptions increased by 4.8% year-on-year, reaching over 803,000 connections and corresponding to a 137% penetration rate. Growth was primarily driven by post-paid plans, which further increased their share to 57.4% of total subscriptions. This reflects a continued shift towards data-rich offerings, typically including large or unlimited data allowances alongside voice and SMS services for domestic and EU-wide use. In contrast to other segments, mobile services are predominantly consumed on a standalone basis, with bundling remaining negligible.

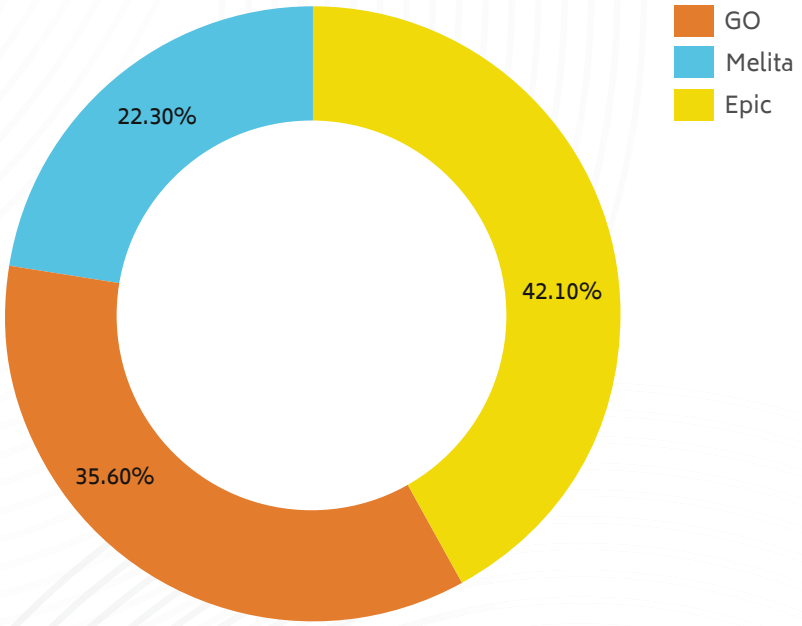
Figure 9: Number of mobile telephony subscriptions, as at end 2025



Market share in terms of subscriptions

From a market structure perspective, competition remains stable among the three nationwide operators, with only marginal shifts in market shares during the year. At the same time, the total number of mobile number portings declined slightly but remained broadly stable compared to the previous years.

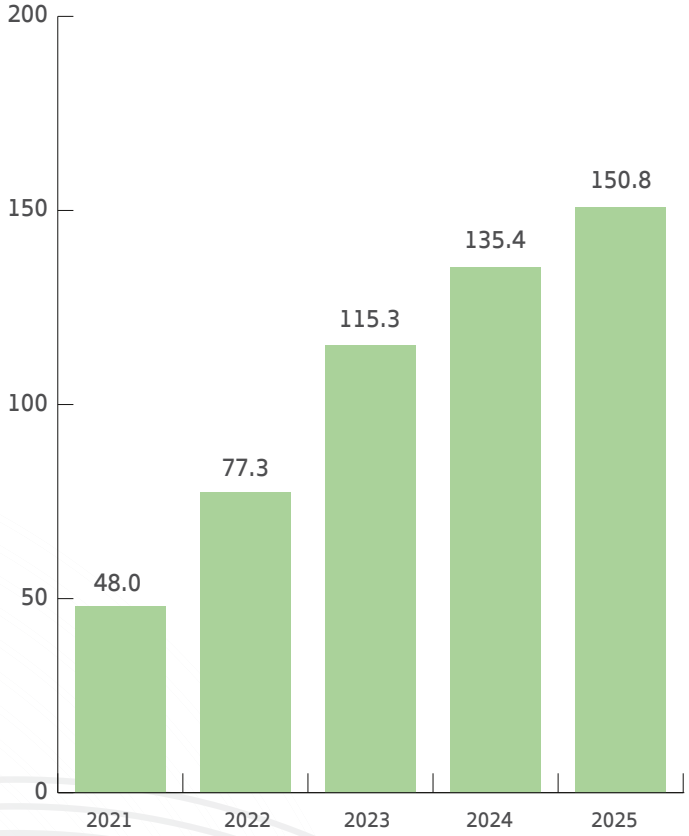
Figure 10: Market share by operator, as at end 2025



Data activity levels

Usage patterns continue to reinforce the structural transition towards data-driven consumption. Total mobile data traffic increased significantly, reaching 150.8 million GB in 2025, with average usage per subscriber continuing to rise. Mobile data consumption per mobile subscriber increased significantly over recent years, reaching an average of 187.8 GB per subscriber in 2025, equivalent to approximately 15.65 GB per mobile user per month.

Figure 11: Mobile data consumption per year (million GB)



Voice and SMS traffic activity levels

In contrast to data usage patterns, traditional services continued their downward trend, with both call volumes and total minutes declining, alongside a reduction in SMS usage. Voice call volumes dropped from 492.15 million in 2024 to 452.84 million in 2025, whilst voice call minutes were down from 1,163 million minutes to 1,093 million minutes respectively. The volume of SMS also fell by 15.1% year-on-year, declining to 101.8 million throughout 2025. These developments may, to an extent, reflect consumers' growing reliance on internet-based communication services.

Activity levels per mobile subscriber in 2025 dropped to an average of 577 voice calls and 1,362 voice call minutes per year. Meanwhile, voice call duration on average lasted around 2 minutes and 24 seconds, slightly down year-on-year. The average number of SMSs sent per subscriber also fell, from 158 SMS in 2024 to 130 SMS per user in 2025.

International roaming

Roaming data activity continues to exhibit seasonal patterns, with higher usage typically observed during the peak travel season, particularly in the second and third quarters of the year. Outbound and inbound roaming[6] data increased by 28.6% and 22.7% respectively over the 12-month period ending September 2025.[7] Year-on-year growth was recorded across all corresponding quarters, reflecting local and foreign users' increasing reliance on OTT communication platforms and other data-based services while travelling overseas.

6 Outbound roaming refers to the use of mobile services on foreign mobile networks by local subscribers while abroad, whereas inbound roaming refers to the use of mobile services on local networks by visitors while in Malta.

7 The data is presented on a quarterly basis to reflect the seasonality of international roaming activity.

Figure 12: Number of outgoing voice calls (in millions)

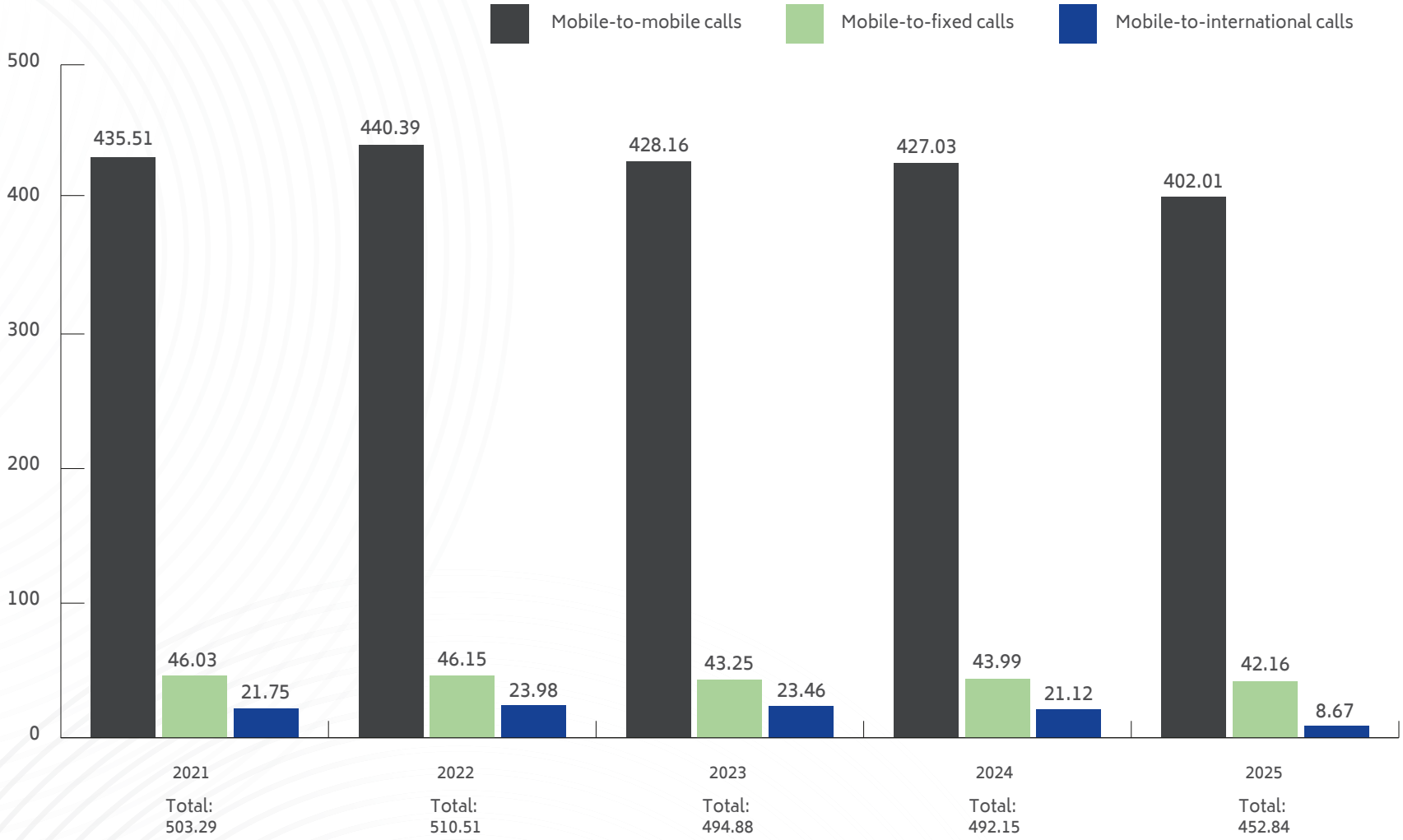


Figure 13: Number of outgoing voice call minutes (in millions)

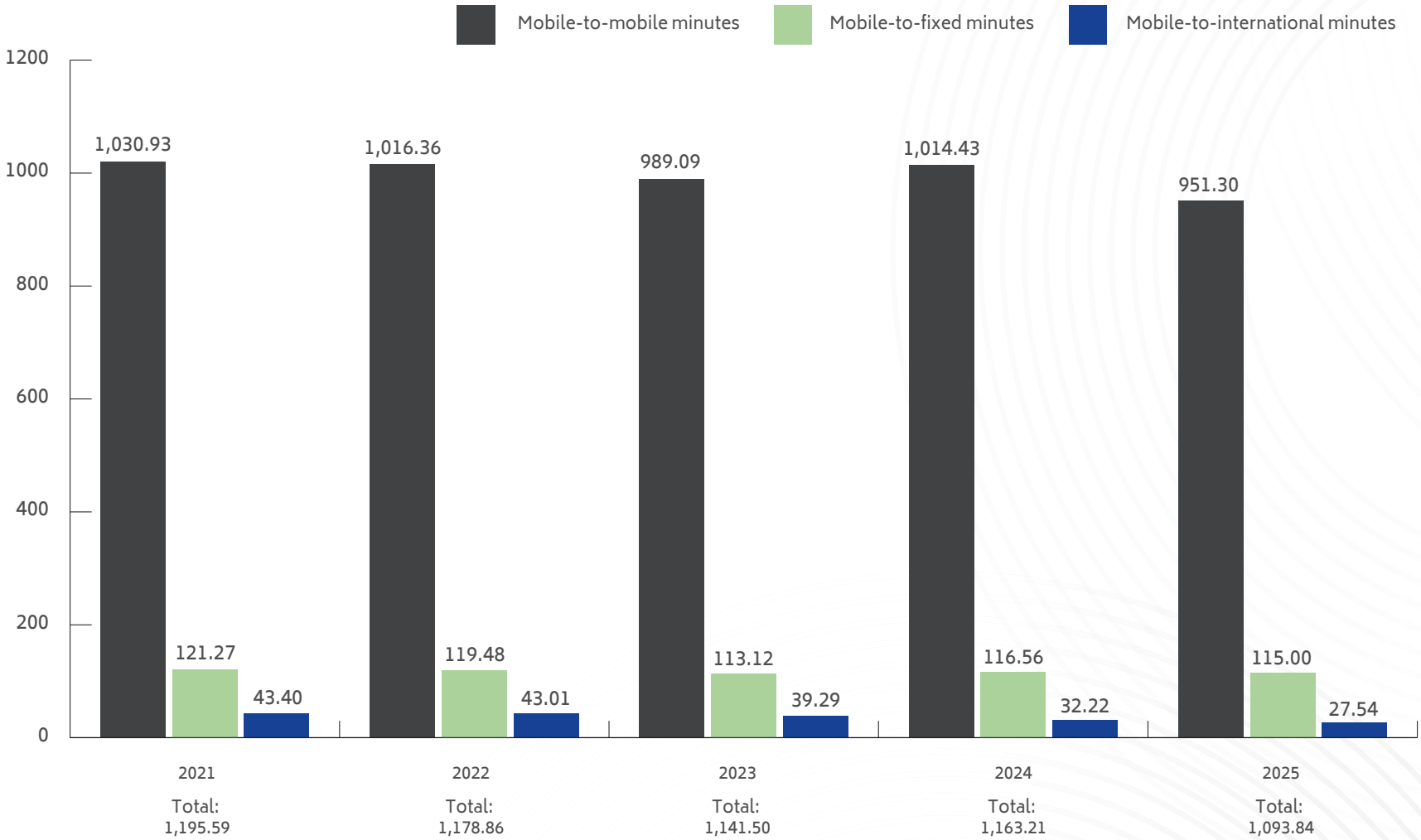
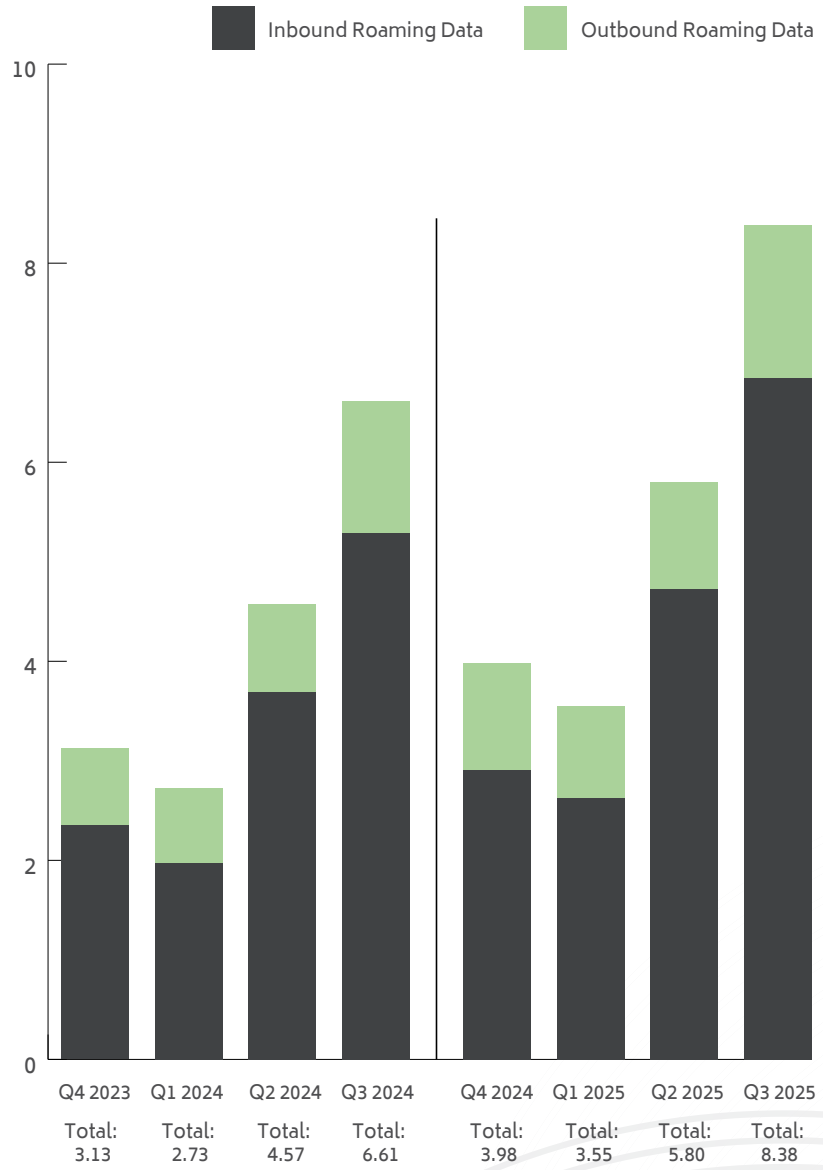


Figure 14: Traffic activity per active subscription

Average usage Traffic per active mobile subscription	**2021**	**2022**	**2023**	**2024**	**2025**
Calls	785	755	682	649	577
Call minutes	1,840	1,680	1,523	1,517	1,362
SMSs	266	232	194	158	130
Data (GB)	73.88	110.14	153.87	176.57	187.83

Figure 15: Roaming traffic volumes: data consumed (in millions)



By contrast, aggregate inbound and outbound roaming call minutes and SMS[8] declined by 8.8% and 17.6% respectively over the 12-month period ending September 2025. Year-on-year declines were recorded across both off-peak and peak quarters, with the reduction in roaming voice and SMS activity being particularly pronounced during the peak travel season. The trend suggests a continued shift away from traditional roaming voice call and messaging services and may reflect, among other factors, local and foreign users' increasing reliance on OTT communication platforms and alternative connectivity solutions, including travel eSIMs, while overseas.

8 Roaming minutes refer to call minutes originated by roaming users, while roaming SMS refer to SMS messages sent by roaming users.

Figure 16: Roaming traffic volumes: number of minutes (in millions)

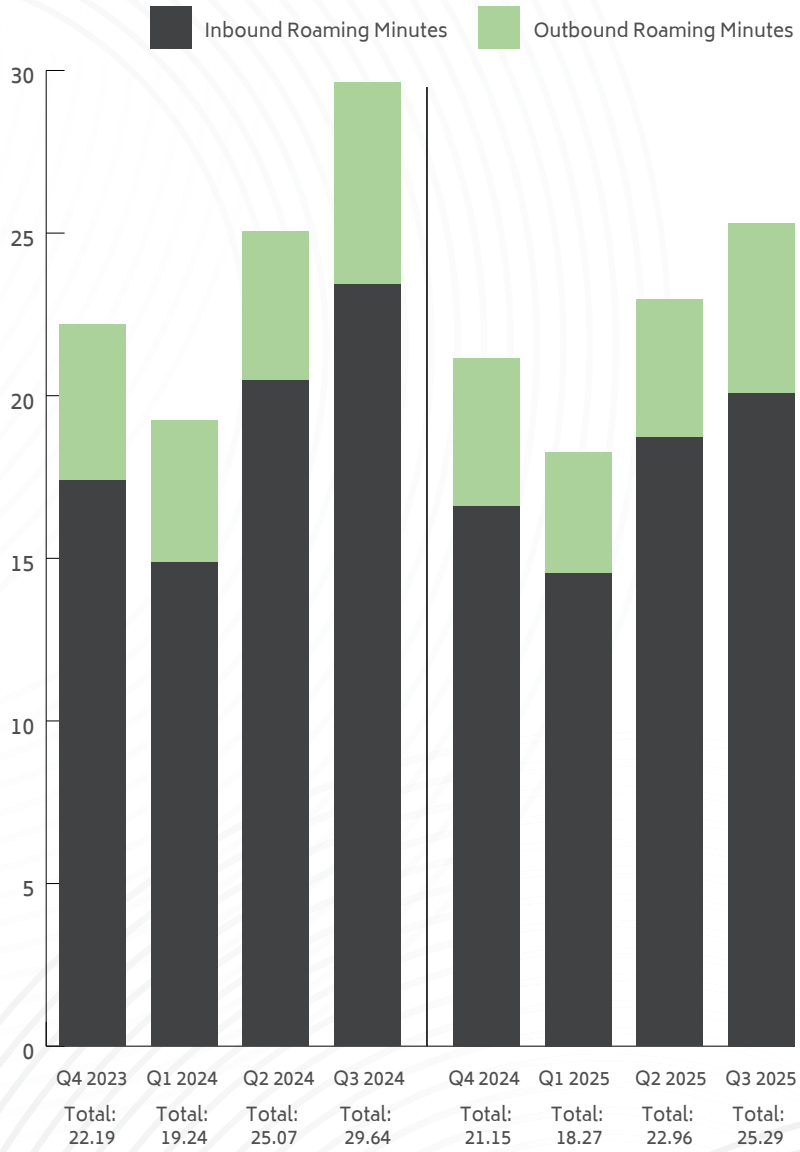
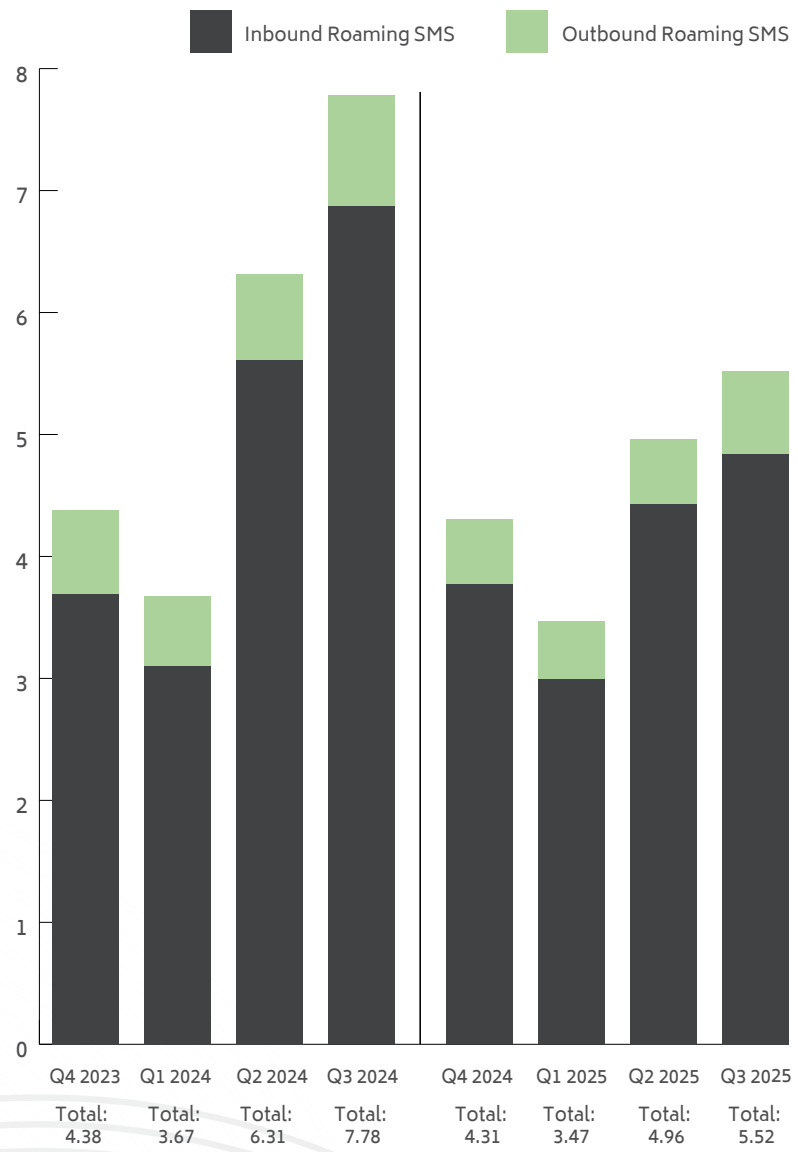


Figure 17: Roaming traffic volumes: number of SMS (in millions)

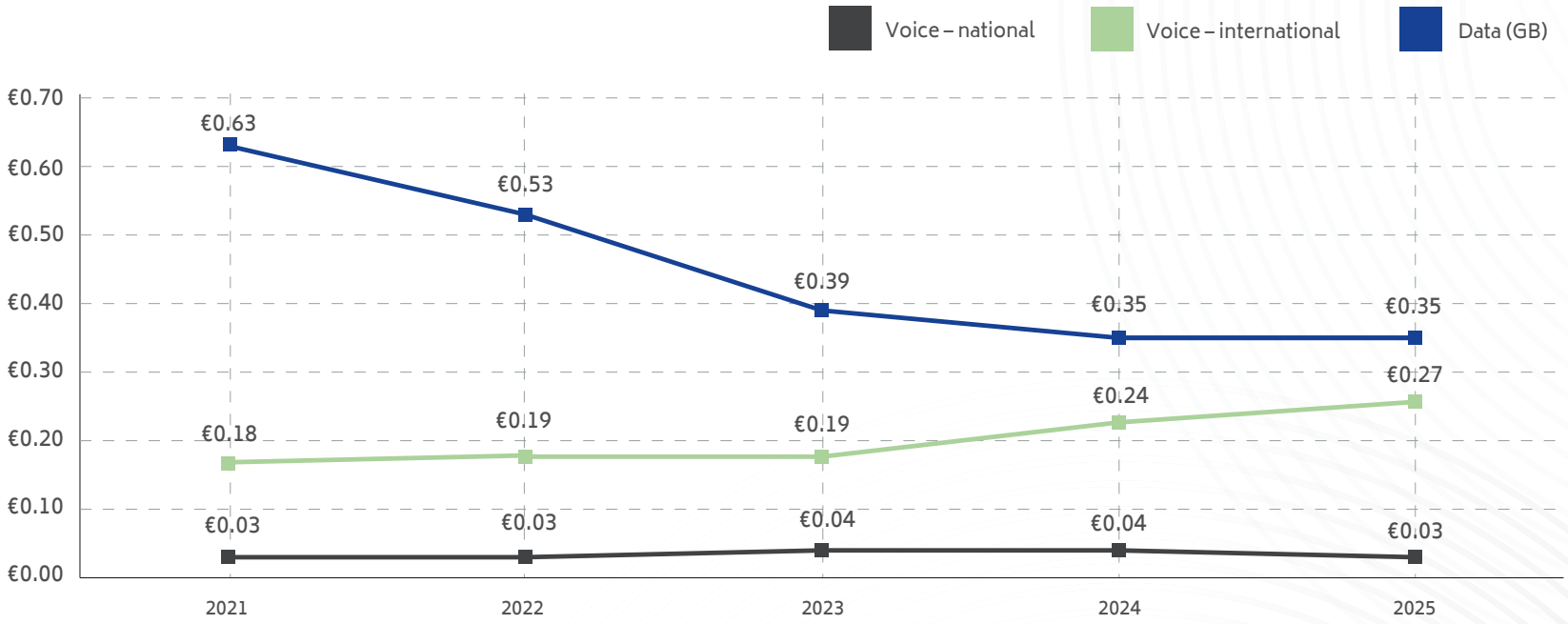


Price movements

Price developments show a mixed picture. While the average price per unit of data[9] declined slightly, reflecting improved price-quality conditions, trends in voice pricing varied between domestic and international calls.

The average rate per gigabyte of mobile data declined marginally from €0.3514 in 2024 to €0.3456 in 2025. Also, the average rate per national minute of voice communication declined from €0.036 to €0.030, while that for international voice communication rose from €0.237 to €0.267 over the same period. Of note is that these unit price movements are becoming less indicative of consumer expenditure patterns, given the widespread adoption of post-paid plans.

Figure 18: Average price per unit of communication

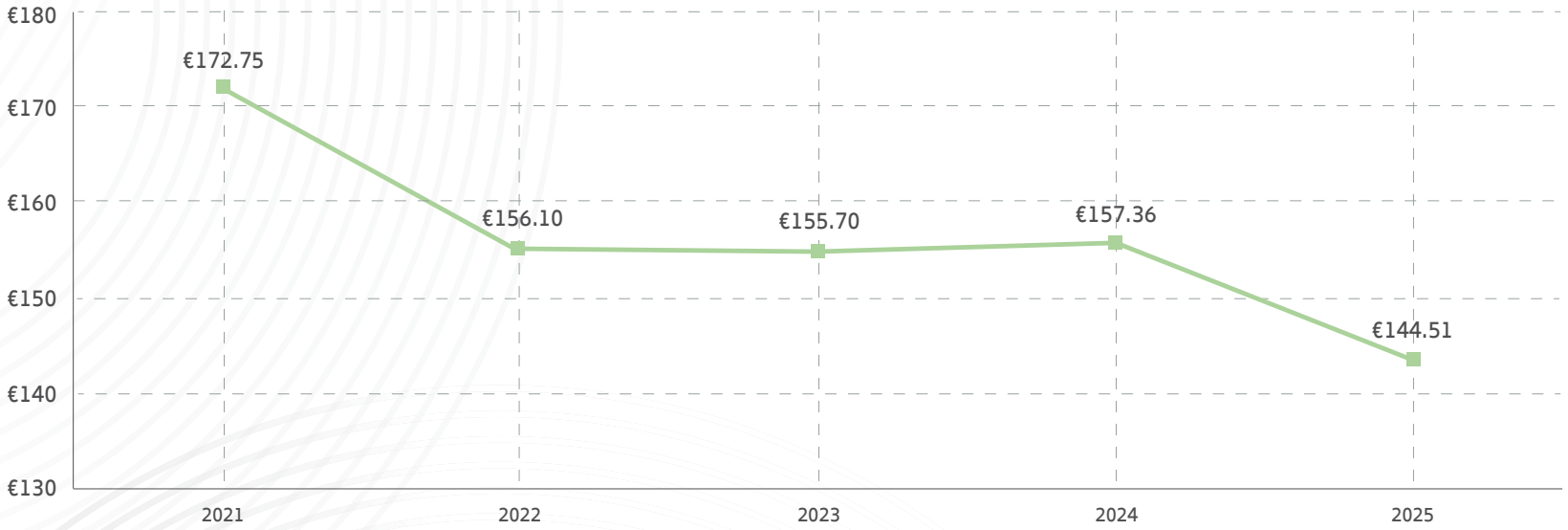


9 The average price per unit of consumption is calculated by dividing the service providers' total revenue for the relevant service by the corresponding unit of consumption.

Mobile average revenue per user

Mobile ARPU declined to €144.51 in 2025, primarily due to the increasing prevalence of post-paid plans with bundled or unlimited allowances, which reduce pay-per-use expenditure.

Figure 19: Average revenue per mobile telephony user on an annual basis



Fixed telephony

The fixed telephony segment continues to play a diminishing, yet structurally embedded role within Malta's electronic communications sector. While subscription levels remained broadly stable in 2025, usage continued to decline, reflecting ongoing shifts in consumer behaviour and service substitution.

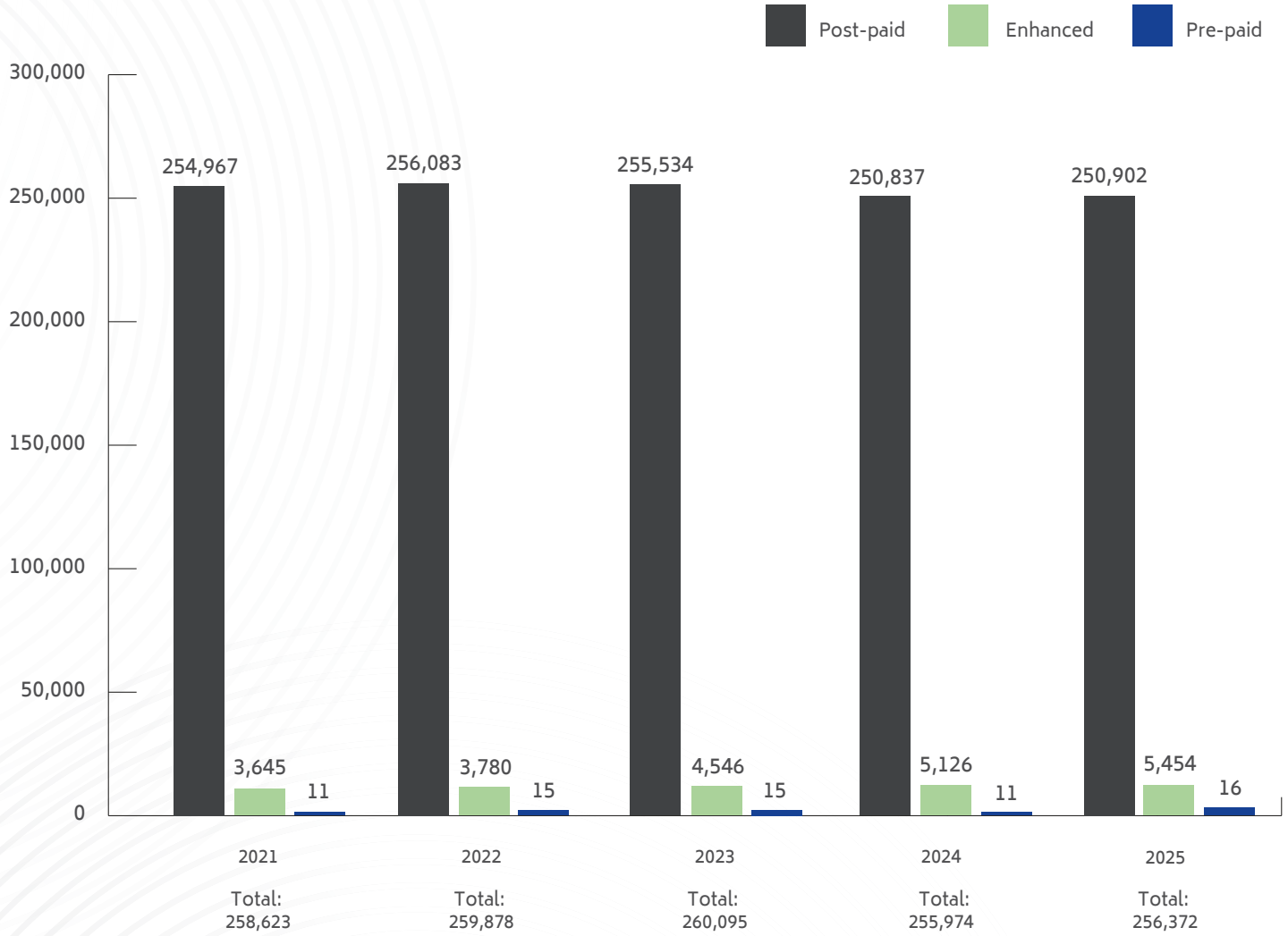
Fixed telephony is predominantly consumed as part of bundled offers with fixed broadband and, to a lesser extent, pay-TV services. Notwithstanding these trends, fixed telephony remains an integral component of the universal service framework, ensuring its continued availability across the Maltese Islands.

Subscriptions

Subscription trends for fixed telephony are less indicative of the actual demand for the service and more closely linked to the continued prevalence of multi-service packages. Overall, subscriptions increased marginally in 2025 (+0.2%), reaching 256,372 subscriptions by end of year. Post-paid subscriptions continued to account for the majority of connections (97.9%). The most notable change in this segment since 2021 was recorded in enhanced fixed-line plans, which are typically business-oriented. This segment registered a 49.6% increase in subscriptions over the past five years, from 3,645 subscriptions in 2021 to 5,454 subscriptions in 2025.



Figure 20: Number of fixed telephony subscriptions as at end 2025



By end-2025, the share of total fixed telephony subscriptions purchased in a multi-service package setting stood at 89.0%.

Figure 21: Number of fixed telephony subscriptions in a bundle, as at end 2025

Fixed telephony subscriptions in a bundle	2021 217,462	2022 219,210	2023 222,982	2024 222,942	2025 228,139
Dual play	**76,353**	**72,759**	**70,908**	**66,746**	**66,670**
Fixed Telephony + Mobile Telephony	3,008	2,515	1,971	1,549	1,202
Fixed Telephony + Fixed Broadband	67,279	64,418	63,238	59,987	60,756
Fixed Telephony + TV	6,066	5,826	5,699	5,210	4,712
Triple play	**141,109**	**146,451**	**152,074**	**156,196**	**161,469**
Fixed Telephony + Mobile Telephony + Fixed Broadband	-	-	-	-	-
Fixed Telephony + Fixed Broadband + TV	141,109	146,451	152,074	156,196	161,469
Number of fixed line subscriptions (end of period)	**258,623**	**259,878**	**260,095**	**255,974**	**256,372**
Bundled fixed line subscriptions	**84.10%**	**84.40%**	**85.70%**	**87.10%**	**89.00%**

Market share in terms of subscriptions

The market structure remains relatively stable, with longer-established operators GO and Melita accounting for most subscriptions, while Epic continues to gradually expand its presence. Both established operators recorded marginal yearly declines in market share, while Epic increased its share from 3.8% to 4.8%. Vanilla Telecoms, a smaller non-nationwide provider, maintained a market share of approximately 0.1%.

Porting activity for fixed numbers amounted to 1,039 portings during 2025, substantially exceeding the net increase in subscriptions over the same period (+398). Portings were nevertheless lower than in 2024, when 1,322 portings were recorded.

Traffic activity levels

Traffic indicators further underline the structural shift in fixed telephony usage. The total number of originating voice calls declined by 10.7% year-on-year, falling to 53.98 million calls, with the majority remaining domestic. Similarly, total call minutes decreased to 196.99 million, alongside a continued decline in usage per subscriber.

Despite this overall contraction, fixed-line calls were longer in duration than is the case for mobile, averaging 3 minutes and 36 seconds per call, compared to 2 minutes and 24 seconds for mobile-originated calls. Also, a growing share of fixed-line traffic is directed towards mobile networks.

Figure 22: Market share by operator, as at end 2025

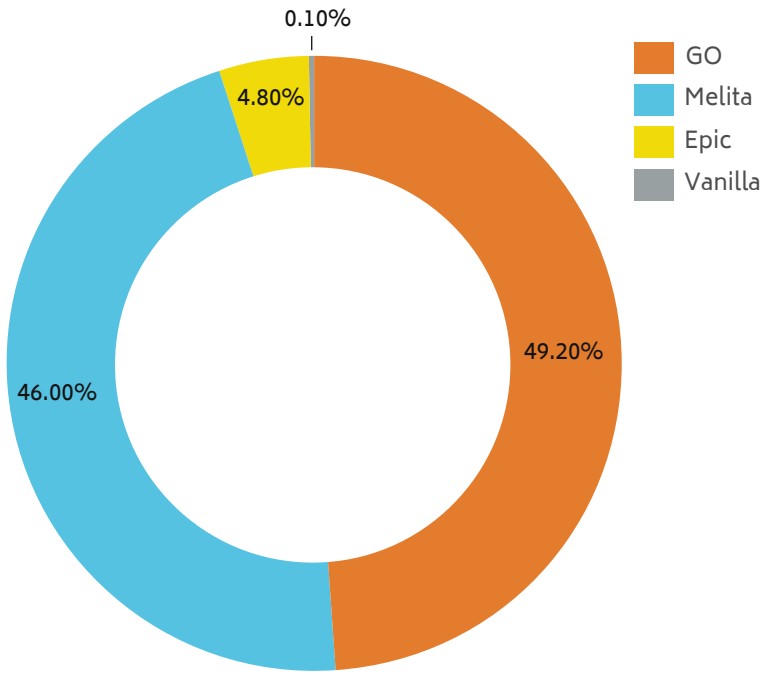


Figure 23: Number of outgoing voice calls (in millions)

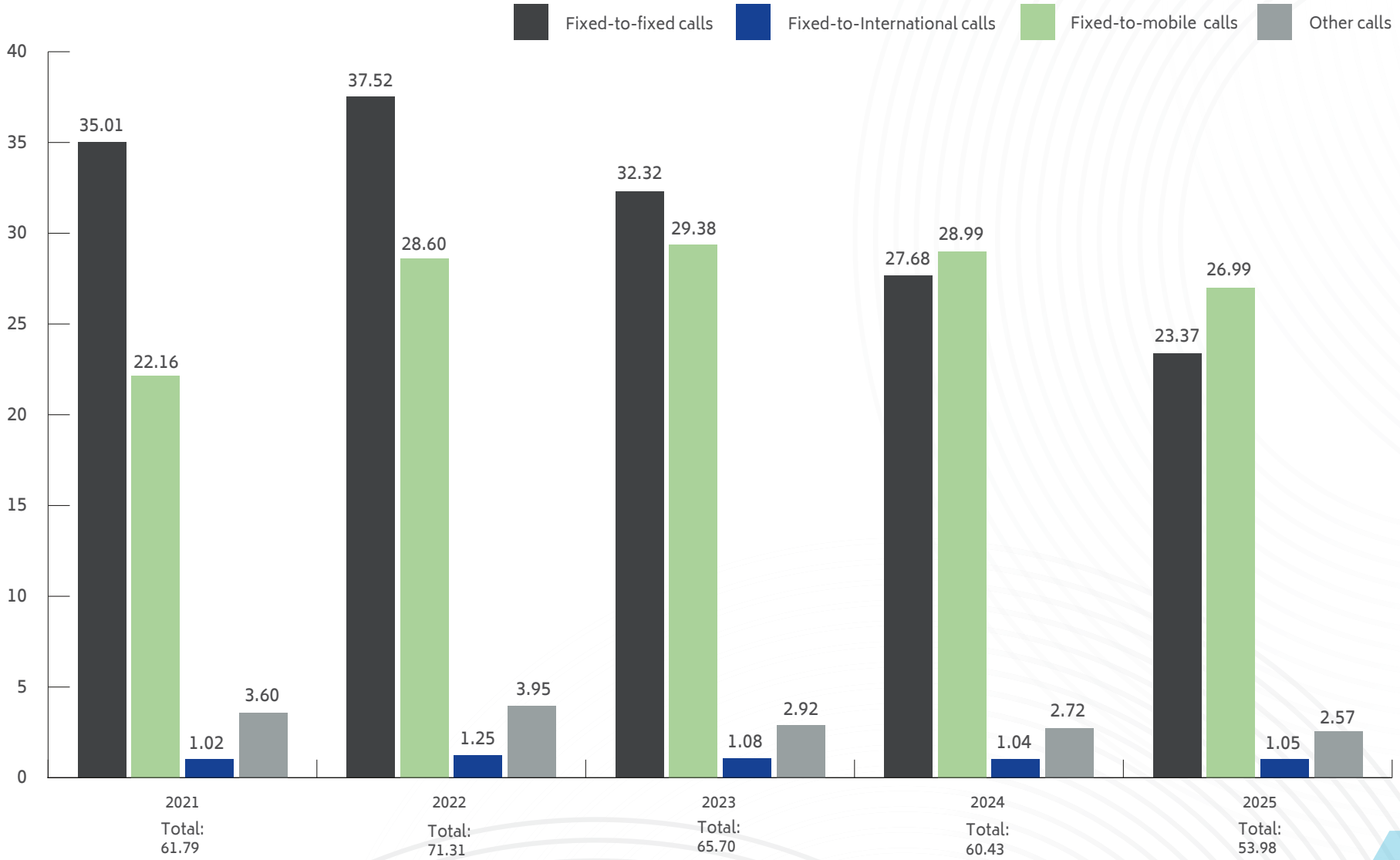
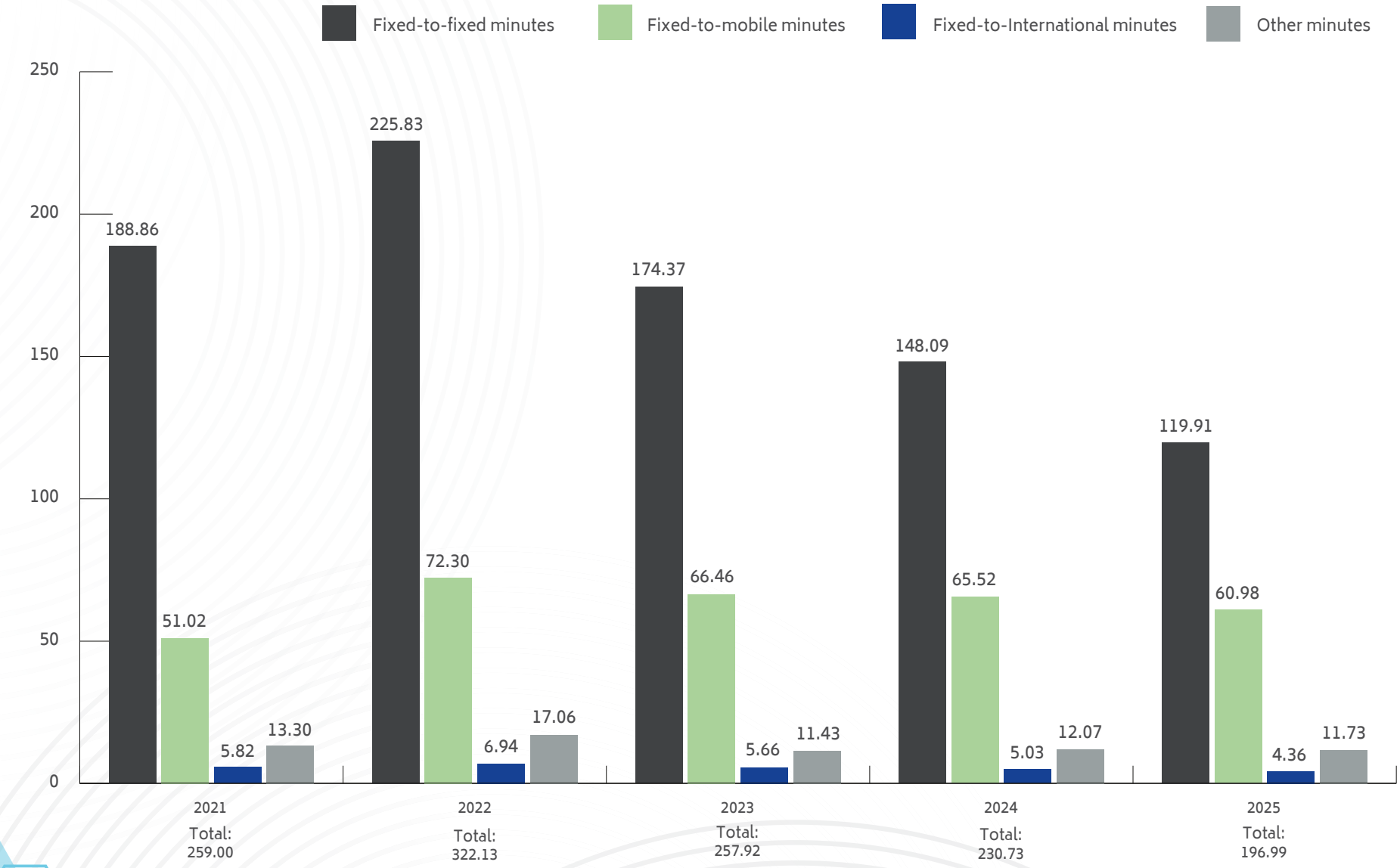


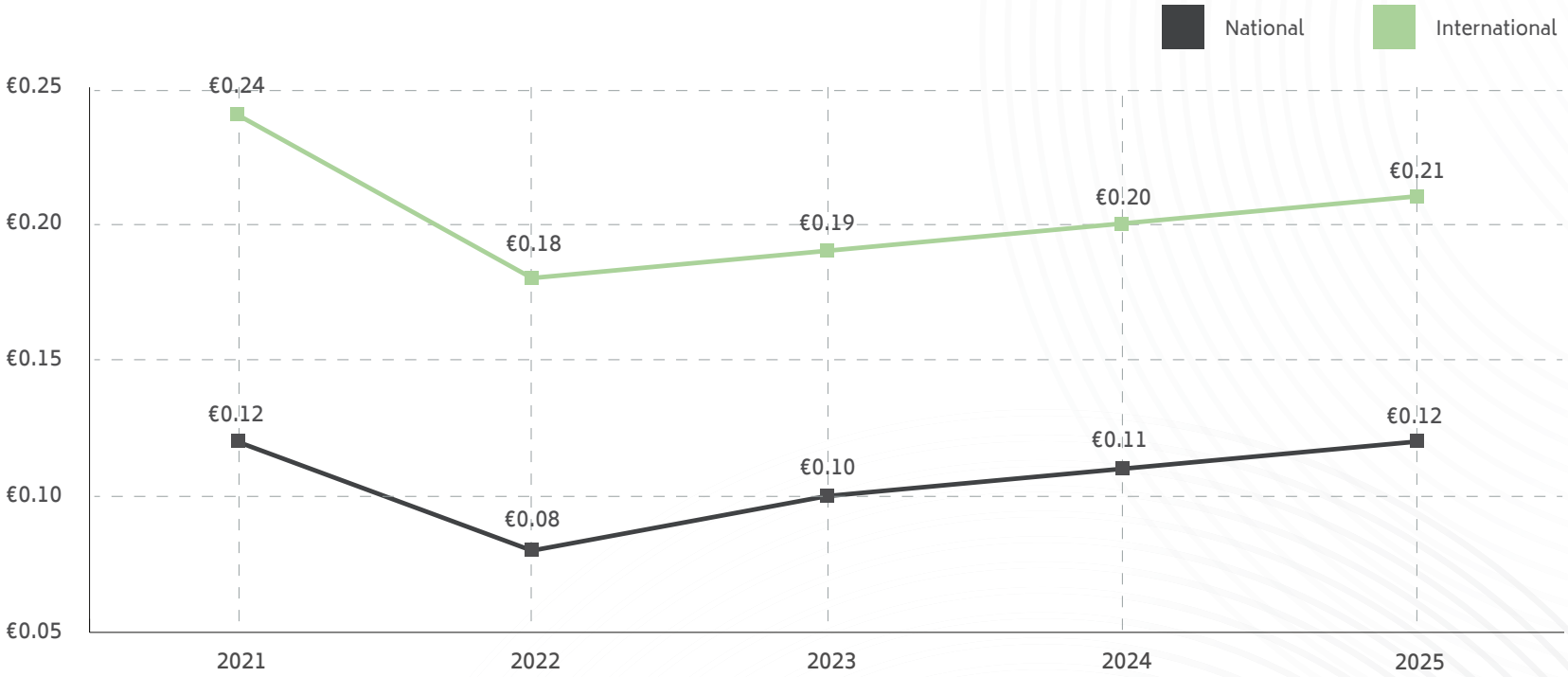
Figure 24: Number of outgoing voice call minutes (in millions)



Price movements

Average rates per minute of fixed-line communication increased[10] between 2024 and 2025. International call rates increased to €0.205 per minute and national call rates increased to €0.119 per minute. These changes represent the allocation of fixed telephony access fees over a declining number of call minute volumes and not the actual rates charged on the market.

Figure 25: Average rate per minute of fixed line communication

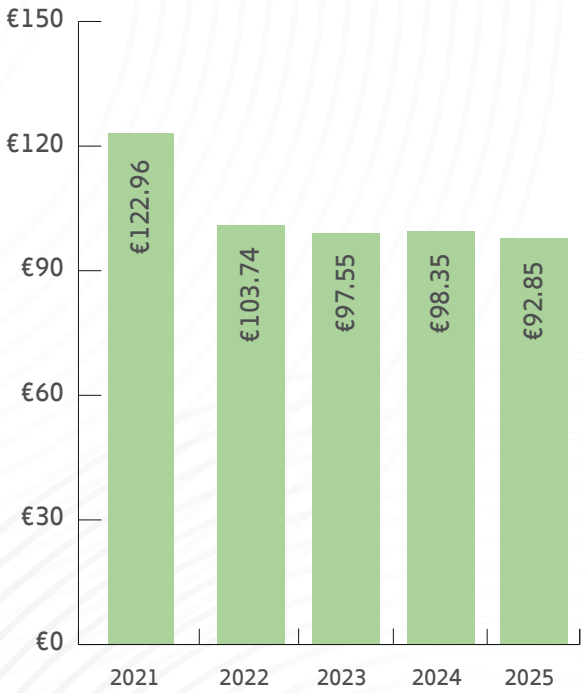


10 Figures have been revised from previous reports due to data revisions, verification and incorporation of new information.

Fixed-line average revenue per user

The average revenue per fixed-line subscriber has further declined from €98.35 in 2024 to €92.85 in 2025. This downward trend has persisted for several years, driven mainly by lower use of fixed-line services in terms of call volumes and call-minutes and a greater proportion of traffic falling within the free call allowances included in contract-based plans.

Figure 26: Average revenue per fixed line user



Pay-TV

The Maltese pay-TV market is increasingly shaped by the prevalence of streaming services, which continues to influence how consumers access and value audiovisual content. These services offer flexible, on-demand viewing and have contributed to a shift away from traditional linear TV consumption.

In response, local operators have positioned pay-TV primarily as part of broader multi-service offerings, using it as a key component in attracting and retaining customers. In many cases, entry-level TV service is offered at discounted rates or included at no additional cost within bundled packages, reflecting its role as a complementary service within a bundle environment.

Subscriptions

Pay-TV subscriptions increased by 3.5% in 2025, reaching 201,147. However, underlying consumption patterns continue to evolve, with consumers increasingly opting for smaller channel line-ups and more tailored content.

Bundling remains central to the provision of pay-TV services, with most subscriptions taken as part of triple-play packages alongside fixed broadband and telephony. While bundled subscriptions increased in absolute terms, their share declined marginally, indicating gradual changes in purchasing behaviour. As a result, the share of bundled pay-TV subscriptions declined marginally from 83.0% in 2024 to 82.6% in 2025.

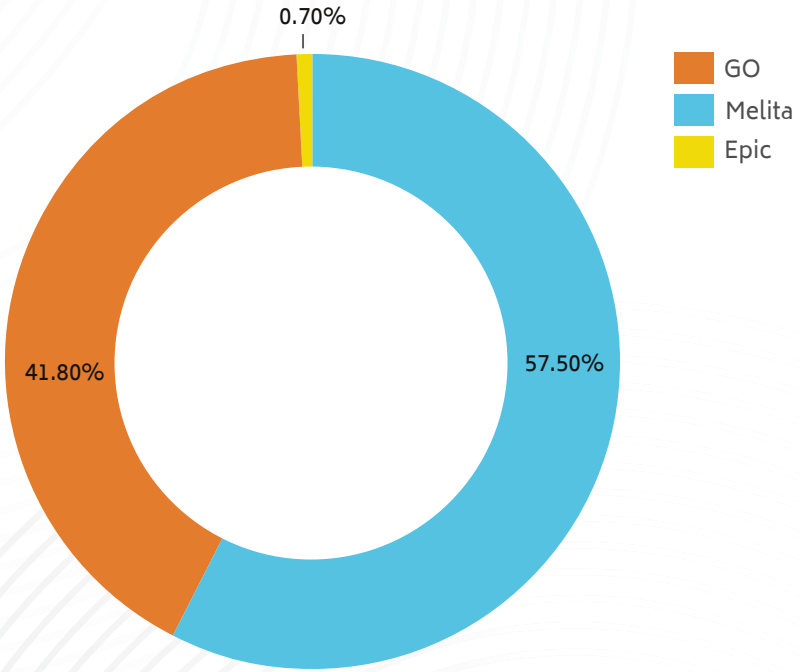
Figure 27: Number of Pay-TV subscriptions in a bundle, end of period

Pay-TV subscriptions in a bundle	2021 147,175	2022 152,277	2023 157,773	2024 161,406	2025 166,181
Dual play	**6,066**	**5,826**	**5,699**	**5,210**	**4,712**
Fixed Telephony + TV	6,066	5,826	5,699	5,210	4,712
Triple play	**141,109**	**146,451**	**152,074**	**156,196**	**161,469**
Fixed Telephony + Fixed Broadband + TV	141,109	146,451	152,074	156,196	161,469
Number of Pay-TV subscriptions (end of period)	**177,493**	**183,425**	**189,975**	**194,431**	**201,147**
Bundled Pay-TV subscriptions	**82.90%**	**83.00%**	**83.10%**	**83.00%**	**82.60%**

Market share in terms of subscriptions

From a market structure perspective, Melita remained the leading provider of pay-TV services in 2025, followed by GO, while Epic continues to gradually expand its presence following its more recent entry in this space. Despite some shifts at the margin, the overall distribution of market shares remains broadly stable, with the two main operators accounting for most subscriptions.

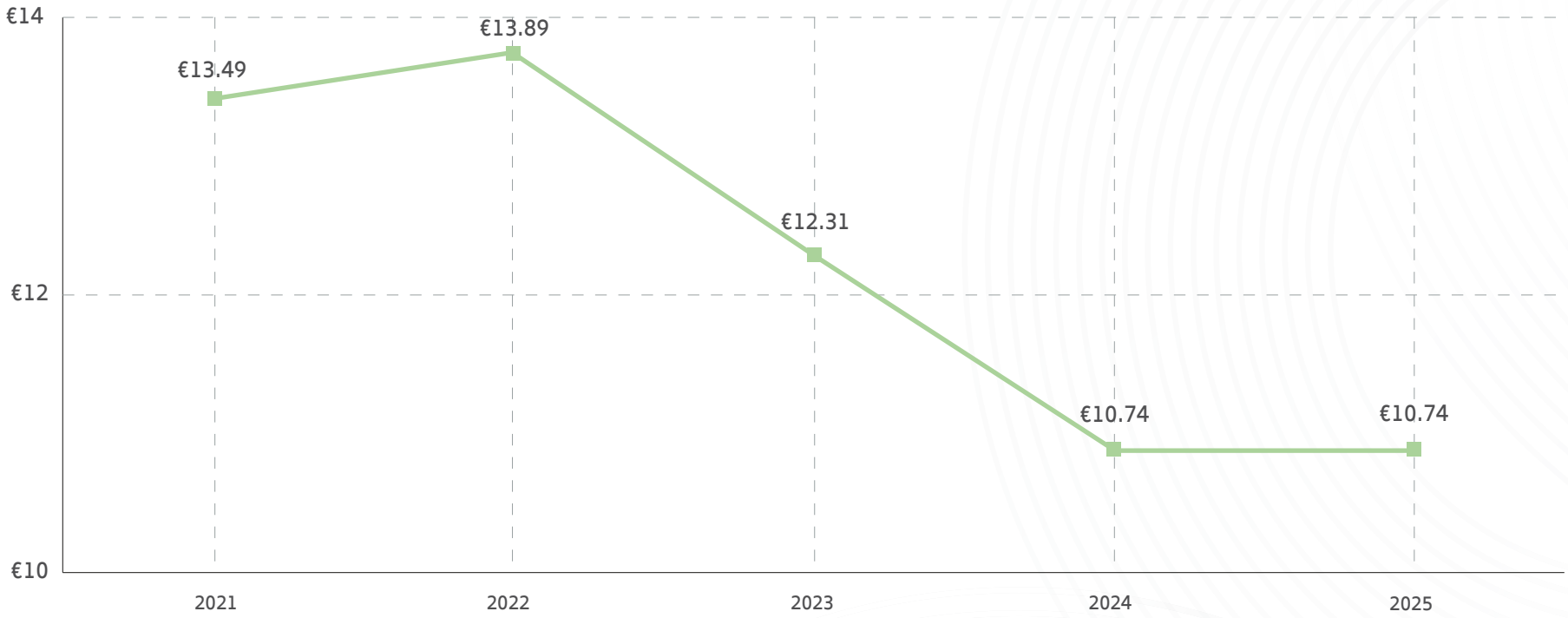
Figure 28: Pay-TV market shares, by subscriptions as at end 2025



Price movements

Price developments in the pay-TV segment remained broadly stable in 2025, with the average advertised rate for residential TV services unchanged at €10.74. However, this stability in headline prices does not fully reflect underlying market dynamics, as pay-TV is increasingly positioned within bundled offers, often at discounted rates or included at no additional cost. As a result, effective pricing conditions are shaped less by standalone tariffs and more by broader multi-service propositions.

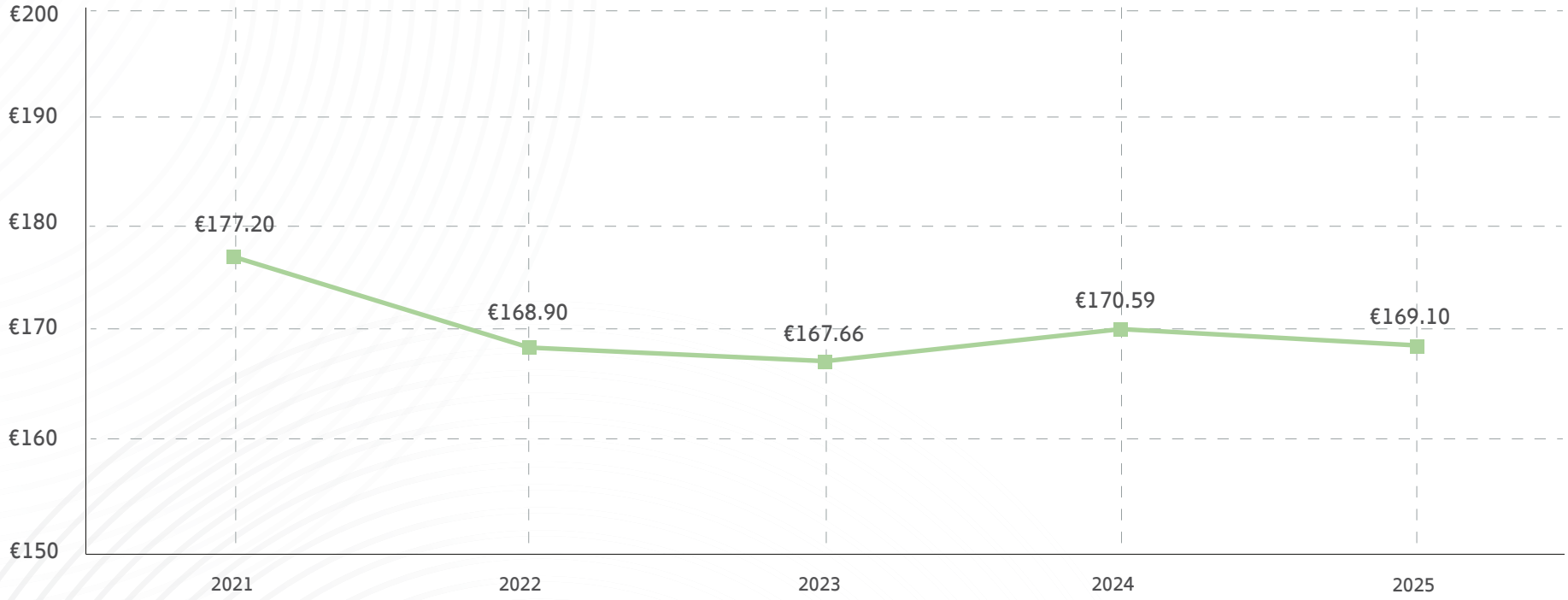
Figure 29: Average advertised rate for TV plans offered stand-alone to households (incl. VAT)



Pay-TV average revenue per user

Average revenue per user declined slightly to €169.10, reflecting a continued shift towards lower-tier channel packages, as well as the growing prevalence of discounted or zero-priced entry-level TV services within multi-service bundles. This is consistent with a broader repositioning of pay-TV as a complementary component within bundled offers, rather than a standalone revenue-generating service.

Figure 30: Average revenue per pay-TV user on an annual basis



4.2 Regulation

4.2.1 Promoting a competitive electronic communications sector that delivers efficient investment, innovation and choice

Ensuring robust and fair competition remained central to the MCA's regulatory mission throughout 2025. The year was marked by the conclusion of a lengthy and complex assessment of the wholesale fixed broadband access market, culminating in European Commission endorsement of the MCA's revised regulatory approach. In parallel, the Authority continued to invest in evidence-based policymaking, commissioning a series of consumer perception surveys spanning fixed broadband, mobile telephony, fixed telephony and pay-TV services. Together, these surveys provided the MCA with a comprehensive, up-to-date understanding of how Maltese households access, use and value electronic communications services, informing the Authority's regulatory priorities and its ongoing efforts to safeguard a competitive, innovative and consumer-focused market.

Market analysis of the Wholesale Fixed Access Market

A key focus for the MCA in 2025 was bringing to a close the assessment of the wholesale fixed broadband access market, which concerns the conditions under which network operators are required to provide other service providers with access to their fixed broadband infrastructure. The MCA launched a public consultation in early 2025 on the findings of its renewed market analysis of the wholesale fixed broadband access market.

The public consultation is a mandatory procedural step in the regulatory process, through which the MCA invites operators, infrastructure providers, and other interested parties to submit their views on the proposed regulatory conclusions before any formal decision is taken.

Following the close of the consultation, the MCA analysed the submissions received and prepared a Draft Measure setting out its proposed regulatory conclusions. Under the European Electronic Communications Code (EECC), national regulatory authorities are required to notify the European Commission of any proposed measures relating to market definition, the assessment of significant market power, and the imposition or removal of regulatory remedies. This notification gives the European Commission the opportunity to review the draft and assess whether it is consistent with EU law and the internal market before it is formally adopted at national level.

The European Commission completed its review and officially published its final decision and Comments Letter. The European Commission accepted the conclusions outlined in the MCA's Draft Measure, confirming that the Maltese wholesale broadband market has developed sufficiently to justify a move away from ex ante regulation. Importantly, the European Commission also confirmed that a 24-month sunset period is appropriate. This transitional period is designed to give operators the time needed to negotiate and put in place commercial wholesale agreements to replace the regulatory access obligations that will be progressively withdrawn, ensuring continuity of service and minimising disruption to the market during the transition.

With the European Commission's endorsement secured, the MCA proceeded to finalise its Decision, with publication envisaged for January 2026. This milestone reflects the maturing of Malta's broadband market and the Authority's continued commitment to ensuring that regulatory intervention remains proportionate, evidence-based and responsive to market realities.

Managing information as the means to promote competition

Over the years, the MCA has carried out a number of consumer perception surveys to assess how consumers experience telecommunications services in Malta. These surveys generally cover common themes, including access to and use of services, expenditure, quality of service, satisfaction, price perceptions and switching behaviour.

In 2025, the MCA commissioned four consumer perception surveys, each based on a sample of 400 respondents. The main findings are summarised below.

Fixed Broadband Consumer Perception Survey

Internet access is nearly universal, with bundles remaining the preferred take-up option among local households. Developments in this sector mainly relate to the uptake of faster download speeds: four in five respondents indicated that they have plans supporting 100 Mbps or more, while 82% stated that their current speed is adequate for their needs.

Mobile Telephony Consumer Perception Survey

Since every individual respondent surveyed reported having a mobile phone, the focus of the analysis shifts from basic take-up to patterns of use. In 2025, twice as many respondents indicated that they have more than one mobile subscription when compared with 2022, while overall satisfaction remained high at 76%. The survey also examined the use of eSIM technology for the first time, finding that 11% of smartphone users had adopted eSIMs. Use of eSIMs was split between everyday connectivity and travel purposes.

Fixed Telephony Consumer Perception Survey

Although take-up of fixed telephony among surveyed respondents remains high, almost half of those with access indicated that they do not actively use the service. For this reason, the MCA asked respondents whether they intend to terminate the service within the next 12 months, with 13% confirming that they do. Among those who choose to retain the service, the main reason given was that it forms part of a bundle.

TV and Broadcasting Services Consumer Perception Survey

Television remains a household fixture, with an increasing share of households having a Smart TV. The use of operators' proprietary apps to access TV content has grown to 27% of pay-TV subscribers in 2025, up from 25% in 2023, with around half of app users relying on the app alone without a set-top box. The pay-TV market is undergoing structural change, driven by the rapid rise of streaming alternatives and evolving consumer expectations around flexibility, content variety, and value.

These findings reflect the structural changes taking place within the telecommunications sector over the past two years. These changes were mainly driven by digitalisation, shifting consumer behaviour and a greater demand for flexibility, connectivity and efficiency in terms of use.

4.2.2 Ensuring that electronic communications undertakings provide transparent, high-quality services to all users

Protecting end users and ensuring they receive clear, reliable information from their service providers remained a core regulatory priority for the MCA throughout 2025. The Authority made significant progress in strengthening the Quality of Service (QoS) framework governing internet access and voice communications services, culminating in a Decision Notice that will, for the first time, require providers to measure and publish a harmonised set of QoS parameters. Consumer protection compliance also remained firmly in focus, with the MCA publishing the results of its repeat mystery shopping exercise assessing mobile providers' adherence to contractual and consumer protection obligations, building on the findings and corrective actions identified in the previous year. In parallel, the Authority concluded its review of GO's claim for compensation relating to the provision of universal electronic communications services during 2020, confirming the net cost of the unfair burden incurred. Together, these initiatives reflect the MCA's ongoing efforts to promote transparency, accountability and trust between providers and the end users who rely on their services.

Enhancing quality in the provision of publicly available electronic communications services via effective monitoring

As competition in the electronic communications market continues to intensify and end-user expectations evolve, the measurement and publication of QoS data has emerged as a critical tool for promoting transparency, accountability and informed consumer choice. In 2025, the MCA took a significant step in this area by issuing a Decision Notice establishing the QoS parameters to be measured and published by providers of Internet Access Services (IAS) and Voice Communications Services (VCS).

The MCA's work in this area builds on a consultation conducted in 2020, which at the time identified a number of issues requiring further analysis. Given the time elapsed and the publication of updated BEREC Guidelines on QoS parameters in March 2024, the MCA considered it necessary to conduct a fresh round of consultation before issuing a final decision. A new Consultation Document was accordingly published in February 2025, with the consultation period closing on 7 March 2025. Submissions were received from GO and Melita, both of whom agreed with the MCA's position that end-users should be provided with a clear and consistent set of parameters enabling meaningful comparisons across providers.

Following assessment of the consultation responses, the MCA confirmed a set of mandatory QoS parameters grounded in ETSI ES 202 057-1 standards and consistent with the 2024 BEREC Guidelines. Three parameters apply to fixed services only — Supply Time for Initial Connection, Fault Rate per Access Line, and Fault Repair Time — while Bill Correctness Complaints, Response Time for Operator Services, and Customer Complaints Resolution Time apply to both fixed and mobile services. A seventh parameter, covering the total number of customer complaints per data collection period, is to be measured and submitted to the MCA for internal monitoring purposes, rather than published publicly. One area of discussion during the consultation concerned the scope of customer care response time measurement. One provider advocated for the inclusion of digital support channels alongside telephone support; however, the MCA determined that

measurement should at this stage be limited to telephony response times, for which harmonised ETSI and BEREC methodologies exist, while remaining open to extending the framework in future as recognised standards for digital channels emerge.

Performance results are to be published bi-annually by providers, covering the periods January to June and July to December of each year, with publication required within three months from the end of each reporting period. Results must appear on a dedicated webpage on each provider's website, clearly linked from all pages presenting service offers. The initial measurement period runs from 1 January to 30 June 2026, with first reports due by 30 September 2026. This framework represents an important step towards a more transparent and accountable electronic communications market, equipping consumers with standardised, comparable data to support informed decision-making and reinforcing the MCA's capacity to monitor service quality across the sector.

Ensuring Compliance with Consumer Protection Norms in Mobile Telephony Services

In March 2025, the MCA published its full report on the findings of the mystery shopping exercise conducted in 2024, which served as a follow-up to the initial exercise carried out in 2023. Both exercises involved an MCA employee subscribing to a mobile post-paid plan from each of Malta's three mobile providers — Epic, GO and Melita — to evaluate their adherence to consumer protection requirements. The 2024 exercise sought specifically to assess whether providers had effectively addressed the shortcomings identified the previous year, and the extent to which their corrective actions had translated into measurable compliance improvements.

The key aspects evaluated across both rounds of testing encompassed the accuracy of information provided at the point of sale; the timely provision of pre-contractual documents, contract summaries, and signed contracts; identity verification procedures; directory listing preferences and consent; transparency in the contract signing process; the completeness and accuracy of contractual documentation; access to itemised billing; and the ease of service termination.

The 2024 exercise highlighted meaningful progress when compared to the results of 2023, though a number of areas continued to require attention. Notable improvements were observed across several dimensions:

- Information accuracy at the point of sale improved across all three providers, with discrepancies regarding early termination fees and pricing details, identified in 2023, no longer present in the 2024 testing.
- All contract summary shortcomings identified in 2023, including issues related to pricing clarity, incorrect termination fee windows, page-length limits, and missing speed information, were resolved by the time of the 2024 exercise.
- The provision of pre-contractual documentation and contract summaries ahead of contract conclusion improved, with one provider that had previously failed to send these documents before contract agreement rectifying this for the 2024 exercise.
- Improvements in the termination process were observed for certain providers, including better identity verification during termination and adherence to the promised termination timeframe.

Notwithstanding this progress, a number of shortcomings persisted or emerged anew. These included:

- Identity verification gaps during the subscription process, with two providers failing to request identification from the consumer, contrary to their own internal protocols and regulatory requirements.
- Recurring issues with directory service preference procedures, including instances of pre-selected options and the absence of a separate signature confirming consumers' directory choices.
- Missing QoS information (specifically regarding initial connection time, failure probability, and call signalling delays) in the pre-contractual documents of two providers.
- An instance where a pre-contractual document incorrectly included terms applicable to a 24-month contract, despite the consumer having subscribed to a three-month plan.
- Transparency gaps in the digital contract signing process during in-person termination visits, with one provider's digital pad failing to display to the consumer the document being signed.

Providers engaged constructively with the MCA's findings throughout the process. In response to the identified shortcomings, key corrective actions taken, or committed to, included the revision of contractual templates and pre-contractual documents to address omissions and inaccuracies; the introduction of digital tools to improve consumer accessibility, including the ability to download signed contracts through online portals; updates to internal systems to better prompt agents on directory service preference procedures; and targeted training programmes for frontline staff to reinforce identity verification protocols and signature transparency obligations.

The MCA will continue to monitor providers' implementation of these commitments and reserves the right to take further enforcement action should outstanding issues remain unresolved or should new concerns come to light. Mystery shopping remains a central regulatory tool in the Authority's consumer protection arsenal, and the MCA intends to continue deploying it on a periodic basis to promote accountability, transparency, and sustained compliance across the sector.

Review of GO's Claim for Compensation for the Provision of Universal Services in the Electronic Communications Sector

In accordance with national law, an undertaking designated to provide universal services in the electronic communications sector may submit a claim for compensation for any unfair burden it considers it has incurred.

In 2025, the review of the application for funding submitted by GO, the designated universal service provider, for the net costs claimed to have been incurred for the provision of universal services during the 2020 financial year was completed. The MCA commissioned Ernst & Young Limited (EY) as an independent body to assess and verify the application. Following this review, it was determined that GO had incurred an unfair burden in providing public payphones, a comprehensive electronic directory, and social tariffs.

GO's application also included an assessment of brand enhancement benefits arising from the provision of universal services. After deducting these market benefits, the total net cost was established at €158,892. In July 2025, the MCA published a consultation document setting out its proposed decision on the matter. No feedback was received from stakeholders during the consultation period, and

accordingly, the MCA published its decision in line with the proposals set out in the consultation document, confirming the compensation due to GO.

4.2.3 Maintaining open, safe and secure electronic communications

Throughout 2025, the MCA reinforced its commitment to an open, secure and resilient communications environment, building on the groundwork laid in previous years. The Authority deepened its engagement with national and European counterparts in preparation for the full transposition of the European Union (EU)'s Network and Information Security Directive (NIS2) and the Critical Entities Resilience (CER) Directive, while continuing to monitor compliance with net neutrality obligations under the Open Internet Regulation. Work also progressed on mapping broadband infrastructure across Malta and Gozo, supporting more informed, data-driven policymaking. In parallel, the MCA continued to ensure compliance with limits set by the International Commission on Non-Ionizing Radiation Protection (ICNIRP) through its ongoing EMF monitoring programme, investing in enhanced measurement capabilities and analytical tools to keep pace with the evolving communications landscape. Together, these efforts reflect the Authority's continued focus on ensuring that Malta's electronic communications networks remain secure, resilient and trustworthy.

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

During 2025, the MCA continued strengthening its oversight of the security, resilience, integrity and availability of publicly available electronic communications networks and services in Malta. The Authority maintained continuous engagement with providers of fixed and mobile electronic communications networks and services in order to monitor operational resilience, network availability, service continuity and preparedness for evolving cybersecurity and physical threats.

Particular emphasis during the year was placed on preparations linked to the implementation and operationalisation of the NIS2 and the CER framework. In this regard, the MCA continued contributing towards national and European-level discussions concerning the resilience of electronic communications infrastructure, including matters relating to cybersecurity risk management, incident preparedness, operational coordination and critical infrastructure protection.

The Authority maintained regular engagement with operators on matters relating to network resilience, service continuity and emergency preparedness, including the monitoring of significant outages and incidents affecting publicly available services. The MCA also continued following developments relating to the resilience and security of 5G networks and associated supply chain considerations, while participating in relevant European fora and working groups addressing electronic communications security and resilience.

During the year, the MCA further contributed to national and international discussions concerning the resilience and security of submarine cable infrastructure and broader digital connectivity dependencies. In particular, the Authority actively participated in the International Advisory Body (IAB) discussions under the International Telecommunication Union (ITU) concerning submarine cable resilience and international connectivity challenges. The MCA also continued contributing to the work of the European Commission's Submarine Cable Infrastructure Expert Working Group, which addresses matters relating to the resilience, security and strategic importance of submarine cable infrastructure across the EU.

These engagements supported the Authority's broader objective of contributing to an improved understanding of risks associated with international connectivity infrastructure, including issues relating to route diversity, physical resilience, operational coordination and incident preparedness. The MCA continued monitoring developments at both European and international levels in view of Malta's strategic dependency on resilient international communications infrastructure.

The MCA also continued reviewing and refining its internal monitoring, reporting and coordination processes in preparation for the evolving regulatory landscape and the Authority's expanding responsibilities within the fields of cybersecurity, resilience and trusted digital infrastructure.

Mapping broadband services as an information tool relative to broadband network capabilities

In 2025, the MCA continued enhancing its broadband infrastructure and services mapping capabilities as part of its efforts to improve market transparency and support evidence-based policymaking. The Authority maintained and further developed its Geographic Information Systems (GIS)-based broadband mapping tools to provide enhanced visibility of broadband network deployment, coverage and service capabilities across Malta and Gozo.

The broadband mapping exercise continued to support the MCA's assessment of fixed and mobile broadband developments, including the availability of very high-capacity networks (VHCN), fibre deployment trends and broadband performance capabilities. The platform also continued serving as an important internal analytical tool supporting regulatory assessments, market analysis and strategic planning activities related to connectivity infrastructure.

Throughout the year, the MCA worked on expanding the use of GIS-enabled tools and data-driven analysis capabilities across additional regulatory and technical functions. This included continued development of geospatial analysis methodologies aimed at improving the visualisation and interpretation of network-related information and infrastructure trends.
The Authority also continued monitoring developments in broadband take-up, network investment and evolving service capabilities in support of Malta's broader digital connectivity objectives and the transition towards gigabit-capable infrastructure.

Continued oversight of net neutrality practices

The MCA continued carrying out its responsibilities under Regulation (EU) 2015/2120 concerning open internet access and maintained ongoing oversight of net neutrality practices adopted by providers of IAS in Malta.

Throughout 2025, the Authority monitored traffic management practices, commercial policies and contractual conditions implemented by providers in order to ensure continued compliance with the principles of open internet access, including the non-discriminatory treatment of internet traffic. The MCA also continued assessing developments within the local electronic communications market against the applicable BEREC guidelines and regulatory framework governing open internet access.

The Authority maintained dialogue with market players and continued participating in relevant European discussions and information exchanges concerning the implementation and supervision of the Open Internet Regulation. This enabled the MCA to remain aligned with evolving regulatory interpretations, market developments and emerging practices observed across European jurisdictions.

During the year under review, the MCA did not identify any major breaches relating to open internet obligations. The Authority nevertheless continued monitoring developments closely in view of evolving service offerings, increasing network demands and changing traffic management practices associated with new technologies and digital services.

Ensuring continued monitoring and respect of EMF thresholds

In line with its strategic objective of ensuring open, safe and secure electronic communications, the MCA continued to monitor EMF emissions to ensure that such emissions remain within the limits established by the International Commission on Non-Ionizing Radiation Protection (ICNIRP), as endorsed by the World Health Organization (WHO), together with any other applicable legal and regulatory requirements.

The MCA continued operating a comprehensive EMF monitoring programme across Malta and Gozo comprising National Wideband EMF Audits, Pre-Demarcated Locations EMF Audits, Customer EMF Audits, as well as targeted measurement exercises associated with electronic communications infrastructure. The Authority also maintained ongoing coordination with the government department responsible for environmental health by regularly sharing the outcomes of audits and measurement activities to support informed decision-making and any necessary follow-up actions.

During 2025, the MCA continued strengthening its EMF monitoring and analytical capabilities through the internal development and enhancement of specialised EMF data management and analysis tools. These developments were aimed at improving the collection, processing, validation, visualisation and long-term analysis of EMF-related measurements and audit results.

Particular emphasis was placed on the continued enhancement of the MCA's centralised EMF measurement database, which presently consolidates the results of all EMF audits and measurement exercises carried out by the Authority since 2014. The database

currently contains records relating to more than 3,000 EMF audits and in excess of 500,000 individual EMF measurements, thereby supporting improved historical analysis, trend evaluation, technical assessments and evidence-based regulatory oversight.

In parallel, the MCA also carried out a nationwide EMF drive test campaign during 2025 as part of its ongoing efforts to assess EMF exposure levels across various environments and geographical areas throughout Malta and Gozo. The drive-testing exercise involved the collection and analysis of EMF measurements through mobile monitoring methodologies aimed at supporting broader spatial analysis and validation of EMF exposure levels generated by electronic communications infrastructure.

As part of these efforts, the MCA also invested in new mobile drive-testing measurement equipment intended to further enhance the depth, granularity and overall richness of the data collection and analysis process. The upgraded equipment enables the Authority to carry out more comprehensive and efficient measurement campaigns, while supporting improved geospatial analysis, enhanced data visualisation capabilities and more detailed technical assessments relating to EMF exposure levels.

The MCA also continued enhancing its stakeholder engagement efforts through ongoing collaboration and technical discussions with relevant stakeholders and operators concerning EMF monitoring methodologies, compliance obligations and evolving international standards and best practices relating to EMF exposure assessments.

Throughout 2025, the MCA continued carrying out extensive audit and compliance activities as part of its broader EMF monitoring programme, thereby supporting the Authority's ongoing objective of ensuring that the deployment and operation of electronic communications infrastructure continue to safeguard public health and remain aligned with the applicable international EMF exposure guidelines.

4.2.4 Maximising the potential of radio spectrum

The MCA continued to position effective spectrum management as a strategic enabler of Malta's digital development, recognising radio spectrum as a finite national asset that is essential to connectivity, innovation, competitiveness and public safety. During the year, its efforts centred on strengthening spectrum management frameworks, ensuring compliance with licensing conditions, and maintaining oversight of spectrum use, including electromagnetic field (EMF) emissions.

The MCA also remained focused on ensuring that Malta's spectrum regime is sufficiently agile to support technological change and future market needs, including through test and trial licensing and ongoing engagement in European and international policy processes. This approach supports effective, forward-looking and responsible spectrum management in line with national priorities and EU objectives.

Updating spectrum management frameworks for terrestrial systems capable of providing electronic communications services

Following the initiation of a review process in 2023, the MCA continued its work on the updating of the spectrum management frameworks applicable to the 900 MHz, 1800 MHz and 2.5 GHz bands designated for terrestrial systems capable of providing electronic communications services.

The review process was intended to address a number of regulatory objectives. These included the alignment of the non-technical provisions of the existing frameworks, namely Decision Nos. MCA/10/44/D and MCA/D/17-2971, with the applicable legal framework, with a view to enhancing legal certainty and regulatory predictability. The process also sought to align the technical conditions applicable to the 900 MHz and 1800 MHz bands with Commission Implementing Decision (EU) 2022/173, thereby giving effect to the principle of technology neutrality and facilitating the deployment of innovative technologies. In addition, the review addressed the need to safeguard the efficient use of unpaired spectrum in the 2.5 GHz band through the introduction of provisions relating to synchronised operations.

The MCA's proposed approach was subject to public consultation and received general support from stakeholders. Following the conclusion of that process, the Authority adopted Decision No. MCA/D/25-5799 in 2025, setting out its position on the proposed updates to the relevant frameworks. Decision Nos. MCA/10/44/D and MCA/D/17-2971 were subsequently revised in order to consolidate the spectrum management frameworks applicable to the 900 MHz, 1800 MHz and 2.5 GHz bands, thereby enhancing regulatory clarity and transparency.

Updating rights of use in various frequency bands

During 2025, the MCA undertook targeted updates to rights of use in a number of frequency bands in order to ensure continued alignment with the applicable regulatory and technical framework, support the continued provision of electronic communications services, and promote coherent and effective spectrum management.

In this regard, the MCA issued amended rights of use in the 900 MHz and 1800 MHz bands so as to align the technical conditions attached to those rights with the requirements established under Commission Implementing Decision (EU) 2022/173. The MCA also amended rights of use in the terrestrial 2 GHz band, which were due to expire in August 2025, following engagement with the relevant rights holders.

The validity of the 2 GHz rights of use was extended until August 2026, thereby aligning their expiry date with the expiry dates applicable to the 900 MHz and 1800 MHz bands. This approach contributed to a more coherent regulatory framework for the management of these spectrum rights and supported greater consistency in the Authority's administration of key frequency bands.

Review of the National Frequency Plan

The National Frequency Plan (NFP) remained a key regulatory instrument through which the MCA gives effect to its spectrum management responsibilities under the Electronic Communications (Regulation) Act (Cap. 399). In particular, the Plan provides the framework for the designation of radiocommunication services across the various sub-bands of the radio spectrum in Malta, while also supporting the implementation of relevant EU harmonisation measures.

During 2025, the MCA published two revisions to the NFP, in January and November, principally to give effect to applicable EU legal requirements relating to the designation of harmonised spectrum for specific radiocommunication services. The revisions also updated references to relevant regulatory instruments, thereby maintaining the accuracy, relevance and regulatory effectiveness of the Plan.

Following the publication of the revised NFP, the corresponding updates to Malta's national frequency allocations were also reflected in the European Frequency Information System (EFIS) managed by the European Communications Office (ECO). This helped ensure that Malta's frequency allocation information remained current and transparently represented within the relevant European information framework.

International engagement in spectrum management

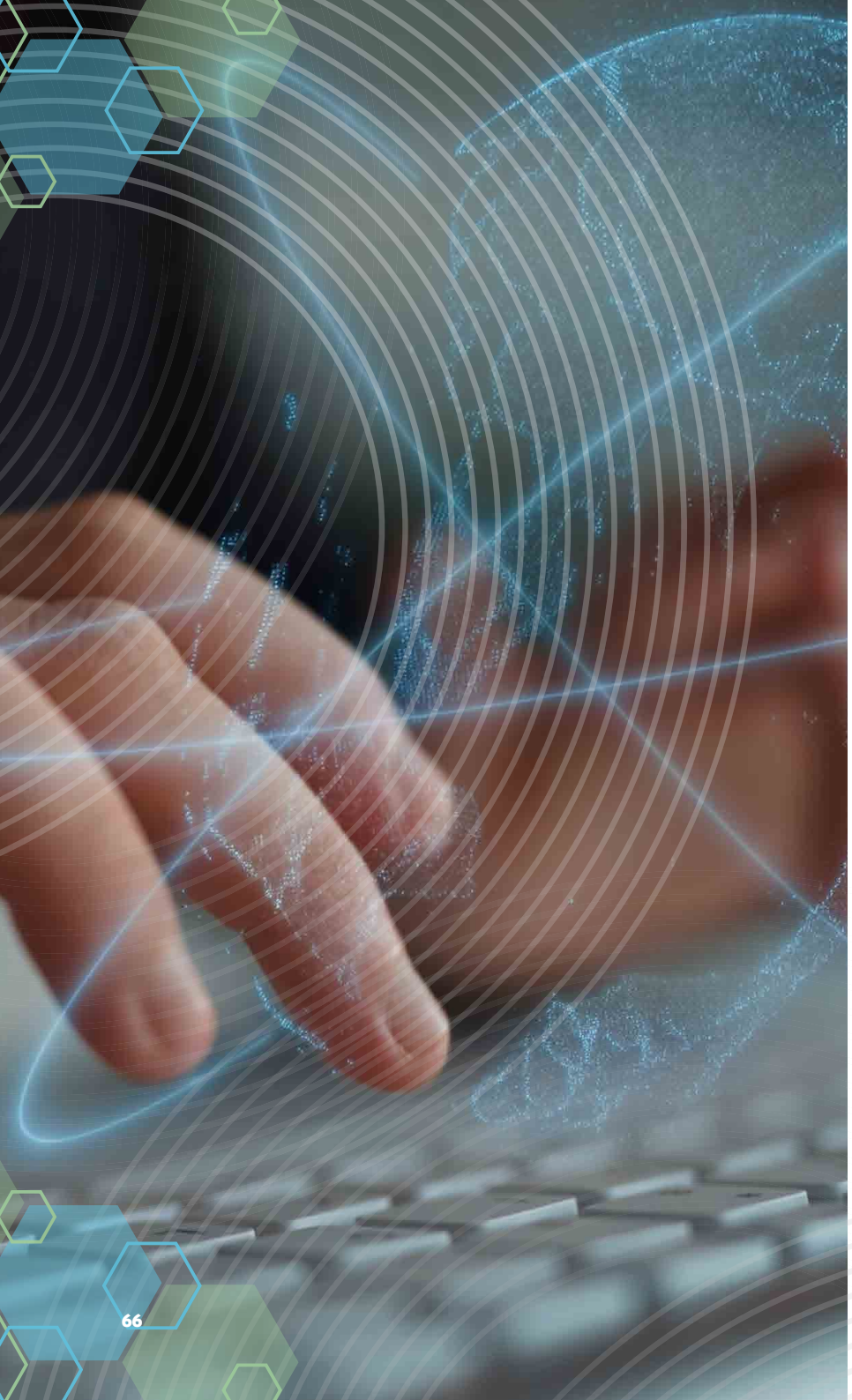
In accordance with its responsibilities under the Electronic Communications (Regulation) Act (Cap. 399), the MCA continued to engage with Member States, the European Commission and other international stakeholders on the strategic planning, coordination and harmonisation of radio spectrum.

Throughout 2025, the Authority participated actively in a range of European and international fora addressing key spectrum management matters, including spectrum policy, frequency management, monitoring and enforcement, satellite and maritime communications, electronic communications networks, and preparations for the World Radiocommunication Conference 2027 (WRC-27).

These included participation in the following fora and initiatives:

Figure 31: Participation in fora and initiatives

Organisation	Name of meeting
European Union	• Communications Committee (COCOM) Working Group on 2 GHz Mobile Satellite Services • Radio Spectrum Committee (RSCOM) • Radio Spectrum Policy Group (RSPG) including sub-group meetings and workshops • RSPG Peer Review Events • European GNSS Interference Task Force • BEREC Working Group on Wireless Network Evolution
CEPT	• Electronic Communications Committee (ECC) plenary • ECC Project Team 1 on IMT matters • Conference Preparatory Group for WRC-27 (CPG-27) • Working Group on Frequency Management • FM22 on spectrum monitoring and enforcement • FM58 on maritime communications
European Commission-CEPT	• Joint EC-CEPT Workshop on WRC-27
ITU	• 6th Multilateral Frequency Coordination Meeting between Croatia, France, Italy, Malta, Slovenia and Switzerland



In addition to its participation in these fora, the MCA continued to contribute directly to European spectrum policy work through its role as co-chair of the RSPG Sub-Group on 'Good Offices', which supports bilateral negotiations between Member States. During 2025, this sub-group convened on four occasions.

The MCA also attended a number of industry-organised events relating to specific technologies and radio applications, as part of its ongoing efforts to remain informed of market, technical and regulatory developments relevant to spectrum management.

The MCA's participation across these European and international fora and related activities contributed to institutional capacity building and supported the development of spectrum policy and related regulatory initiatives forming part of the MCA's current and future work programme.

Ongoing spectrum management activities

The MCA's approach to spectrum management continued to be guided by the objective of ensuring the effective and orderly management of radio spectrum in accordance with the applicable national and international legal and regulatory frameworks.

During the year, the Authority provided guidance to a range of stakeholders, including individuals, on the technical and regulatory parameters applicable to the use of radio equipment in Malta, with a view to promoting the efficient use of spectrum. The MCA also processed various requests submitted through the Ministry responsible for foreign affairs concerning the use of radio spectrum by visiting diplomats and foreign military vessels.

In the area of cross-border coordination, the MCA processed frequency coordination requests relating to both terrestrial and satellite services in a timely manner, while seeking to safeguard national radiocommunications installations. The MCA also registered various radiocommunications stations in the Master International Frequency Register maintained by the ITU.

Spectrum compliance activities

Effective spectrum monitoring and enforcement remained central to the MCA's broader spectrum management function during 2025. Through these activities, the Authority continued to safeguard radio spectrum as a finite national resource and to support the uninterrupted operation of a wide range of radiocommunication services.

During the year, the MCA carried out around 700 radio spectrum monitoring missions and 77 on-site inspections of various radiocommunication installations. The Authority also assisted the Broadcasting Authority on 11 occasions in relation to the licensing of community radio station transmissions. These activities were broadly aligned with the MCA's spectrum monitoring plan and contributed to limiting the occurrence of harmful interference. In total, the MCA investigated 29 reported cases of harmful interference, of which six were confirmed as actual interference cases.

In parallel, the MCA monitored the radio frequencies used by mobile network operators to investigate quality-of-service-related complaints and potential risks of cross-border interference, as well as to assess the quality of services provided over electronic communications networks. A total of 44 different routes were measured across the Maltese Islands.

It should also be noted that, during 2025, the MCA registered its fixed radio monitoring sites in the ITU's List of International Monitoring Stations, thereby enabling Malta to contribute to international spectrum monitoring activities.

Strengthening the MCA's spectrum monitoring capabilities

The MCA also remained focused on strengthening the technical capabilities underpinning its spectrum management activities. In 2025, the Authority invested over €280,000 in additional test and measurement equipment and related ancillary services.

In parallel, the MCA continued to undertake market research to identify further capital investment opportunities aimed at enhancing its operational effectiveness in safeguarding the radio spectrum.

Individual licensing of radiocommunications apparatus

Part IV of the Electronic Communications (Regulation) Act (Cap. 399) establishes the legal framework governing the licensing of radiocommunications apparatus. Within this framework, the MCA is responsible for administering the radiocommunications licensing function, including the granting of rights to install or use radiocommunications apparatus and the associated rights of use for radio frequencies.

As at the end of 2025, the total number of active individual radiocommunications licences stood at 1,650, representing an increase over previous years. The table below sets out the number of active individual licences for the period 2021 to 2025.

Figure 32: Number of active radiocommunications licences 2021-2025

Year	No. of active licences
2021	1,334
2022	1,524
2023	1,602
2024	1,605
2025	1,650

The distribution of active licences as at the end of 2025 was spread across a range of radiocommunications uses, with aircraft stations accounting for the largest category, followed by amateur radio and land mobile applications.

Figure 33: Number of active radiocommunication licences by type

Licence type	No. of active licences
Aircraft station	982
Aeronautical ground station	9
Aircraft portable station	3
Broadcasting (national, community, repeaters)	50
Maritime coast stations	34
Links	19
Land mobile applications including private mobile radio	93
Amateur Radio	447
Satellite Earth stations	2
Other licence types	11

The growth in the overall number of active licences was driven principally by an increase in aircraft station licences. By the end of 2025, the number of licensed radiocommunications apparatus installed on aircraft was 55.6% higher than in 2021, reflecting the continued growth recorded in recent years. In addition, the MCA issued 31 temporary individual radiocommunications licences during 2025.

In parallel, the MCA is taking steps to improve the efficiency of the radiocommunication apparatus licensing function through the planned digitisation of the licensing process in 2027. Ahead of this, the Authority is streamlining its internal processes in preparation for implementation.

General authorisation for radiocommunications apparatus

Article 30A of the Electronic Communications (Regulation) Act (Cap. 399) establishes the legal framework governing radiocommunications apparatus regulated under a general authorisation. Pursuant to this provision, the MCA adopted Decision No. MCA/D/22-4662, which sets out the rights and obligations applicable to the installation, use and dealing in radiocommunications apparatus. This framework complements the General Authorisations (Radiocommunications Apparatus) Regulations (S.L. 399.40).

In the context of the revisions to the National Frequency Plan, the MCA updated various Schedules to Decision No. MCA/D/22-4662 in January and November 2025. These revisions were limited to measures necessary to ensure compliance with Malta's international obligations, principally those arising from EU law harmonising the use of radio spectrum.



The MCA also plans to revise further Schedules to the same Decision during 2026, in particular to reflect the most recent European Conference of Postal and Telecommunications Administrations (CEPT) deliverables. These revisions will be subject to a public consultation process.

In addition, during 2025, the MCA processed a number of requests for the assignment of maritime identities, namely call signs and maritime mobile service identities, for apparatus regulated under the general authorisation framework. In total, 139 assignment certificates were issued.

4.2.5 Managing and safeguarding the rightful use of numbering resources

During 2025, the MCA continued its efforts to ensure the effective and efficient management of Malta's numbering resources through its activities as the national numbering plan administrator. In accordance with this function, the MCA receives requests for numbering allocations, monitors compliance with assignment conditions associated with those allocations, and undertakes activities to safeguard the rightful use of numbering resources.

Management of new requests for numbering allocations

Requests for the allocation of new numbering blocks were received for a total of 44 numbering blocks in the 4X numbering range, a range that is intended for M2M/IoT connectivity services and other non-interpersonal communications services. Furthermore, the MCA allocated a further four-digit short code in the 1X numbering range. Such short codes are used for the provision of services with a social value.

Safeguarding the rightful use of Maltese numbers

During 2025, a total of 651,217 calls received over local network operators' international links were blocked by the anti-scam call blocking filters first introduced in November 2024. These filters target incoming calls from abroad that misuse, or make unauthorised use of, specific Maltese phone numbers in calls placed to other Maltese numbers. Typically, such misuse of numbers stems from Caller Line Identification (CLI) spoofing involving Maltese numbers from designated numbering ranges. The measures constitute a first line of defence against scam communications, helping to protect end users while safeguarding the integrity of Maltese phone numbers against misuse by unauthorised third parties.

4.2.6 Contributing to the ongoing development and implementation of sector policy

In 2025, the MCA continued to play an active role in shaping and supporting the development of key EU and national policy initiatives relevant to the electronic communications sector. This was a landmark year for the expansion of the Authority's regulatory remit, with the transposition of the NIS2 Directive and the designation of the

MCA as competent authority under the new EU Data Act marking the MCA's formal entry into cybersecurity supervision and the regulation of cloud and edge computing services for the first time. Alongside these new responsibilities, the Authority sustained its engagement on the implementation of the Gigabit Infrastructure Act, continued preparatory work ahead of the anticipated transposition of the Directive on the Resilience of Critical Entities (CER), contributed to EU-level work relating to the Roaming Regulation, the review of EU-wide voice termination rates, and the regulation on intra-EU communications, and provided technical input to the European Commission's early work on the forthcoming Digital Networks Act. Across all these areas, the MCA worked closely with Government ministries and European counterparts to ensure that Malta's regulatory framework keeps pace with an increasingly complex and fast-evolving digital and communications landscape.

Gigabit Infrastructure Act (GIA)

Following the GIA's entry into force in May 2024, the Broadband Cost Reduction Directive (BCRD) provisions it replaces remained applicable until 12 November 2025, at which point the GIA's provisions took full effect. During 2025, the MCA continued to contribute to the development of BEREC guidance on fair and reasonable terms for access to in-building physical infrastructure and the coordination of civil works, and to the European Commission's guidance on the application of Article 3 of the GIA (access to existing physical infrastructure).

On the national front, Government launched a public consultation on the "Utilities and Services (Regulation) (Amendment) Act, 2025", running from 31 October to 27 November 2025, to support the transposition of the GIA into Maltese law. The MCA continued to collaborate closely with the Ministry for the Economy, Enterprise and Strategic Projects (MEEP) and the Ministry for Transport, Infrastructure and Public Works (MTIP) to ensure the Act's effective implementation. The MCA is also expected to be designated as the Dispute Settlement Body (DSB) under the GIA, and during the year began preparatory work on the processes and procedures that would be required to handle disputes under this framework.

NIS2 Directive and the Directive on the Resilience of Critical Entities (CER)

A significant milestone was reached in 2025 with the transposition of the NIS2 Directive into Maltese law via Legal Notice 71 of 2025, the "Measures for a High Common Level of Cybersecurity across the EU (Malta) Order, 2025". Under this framework, the MCA was assigned cybersecurity supervisory responsibilities in respect of providers of public electronic communications networks, providers of publicly available electronic communications services, trust service providers, and providers of postal and courier services.

In parallel, the MCA continued to support national efforts relating to the transposition of the CER Directive, which complements NIS2 by requiring organisations to address a wider range of resilience and business continuity risks beyond cybersecurity. By the end of 2025, transposition of the CER Directive had not yet been completed; the MCA continued its preparatory work in anticipation of its expected designation as the competent authority for the resilience of relevant critical entities in the digital infrastructure sector. The Act is expected to be brought into force in Q1 of 2026.

Data Act

2025 saw the MCA take on an entirely new area of responsibility with its designation as the competent authority under Regulation (EU) 2023/2854 (the Data Act), specifically in relation to the provisions governing switching between data-processing services and the interoperability of such services. Malta's implementation came into effect through the Fair Access to and Use of Data Regulations, 2025 (Legal Notice 222 of 2025). This designation extends the MCA's oversight into the cloud and edge computing space for the first time, bringing new stakeholders within its regulatory remit.

Reviews of the Roaming Regulation and Union-wide Voice Termination Rates

In 2025, the MCA continued to monitor developments relating to the Roaming Regulation and contributed to the preparation of BEREC's Opinion on the functioning of the Roaming Regulation, adopted in March 2025. The European Commission subsequently published its review of the Roaming Regulation in June 2025, concluding that the framework remains fit for purpose and continues to effectively achieve its objectives.

The MCA also supported the European Commission's update of the cost model used to assess wholesale roaming rates and EU-wide mobile voice termination rates through the collection of information from local mobile network operators. In addition, the Authority contributed to the preparation of BEREC's Opinion on the review of the Delegated Regulation establishing single maximum Union-wide mobile and fixed voice termination rates, adopted in October 2025.

The MCA continued to monitor these developments and their potential implications for local electronic communications providers and end-users.

Intra-EU Communications

In 2025, the MCA continued to monitor and contribute to regulatory developments concerning intra-EU communications. During the year, the MCA contributed to the preparation of BEREC's Opinion on the draft Implementing Regulation on Intra-EU Communications, which was published in April 2025. The Authority also followed discussions held within the Communications Committee (COCOM). Following a public consultation conducted by the European Commission, the Implementing Regulation was adopted in December 2025, establishing rules on fair use, based on typical usage patterns, and anti-fraud measures for intra-EU communications.

European Digital Networks Act (DNA) and review of the EECC

The European Commission continued preparatory work during 2025 on the Digital Networks Act (DNA), which is expected to include a review of the European Electronic Communications Code (EECC) with the aim of streamlining processes, promoting investment, and enhancing competitiveness through a single market. The MCA followed developments closely and provided technical and policy advice to Government throughout the year, ahead of the European Commission's legislative proposal, which is expected to be published in early 2026.

4.2.7 Oversight on migration from legacy to next-generation infrastructure

The year under review was also significant in respect of network operators' efforts to migrate from legacy, TDM-based infrastructure for voice interconnection (TDMvIC), to more advanced IP-based voice interconnection technology (IPvIC). To ensure a harmonised approach to the migration, the MCA oversaw operators' adherence with the dedicated migration framework, which had been established by the MCA in consultation with local providers of voice communications services. This ultimately led to the MCA lifting the obligation on local operators to support TDMvIC, replacing it with an obligation to support IPvIC to any other operator seeking interconnection. The MCA continues to support operators in updating their Reference Interconnection Offers within the context of the new IPvIC obligation.

The MCA also continues to oversee GO's migration of copper-based subscribers to fibre-based access lines or other alternatives, in view of the planned copper switch-off. Throughout this process, GO was required to notify the MCA of each planned switch-off area before commencing customer notifications. This enabled the MCA to maintain visibility over the migration process and the arrangements proposed for affected subscribers prior to switch-off.



05

Postal Market



05 Postal Market

5.1 Market Trends [11]

The postal sector continues to undergo structural transformation, shaped by ongoing digital substitution and changing consumer behaviour. While traditional letter mail volumes continue to decline, driven by the replacement of physical communications with electronic alternatives, parcel delivery has expanded, supported by the sustained growth of e-commerce, particularly in cross-border transactions.

Within this context, the MCA's regulatory framework remains focused on ensuring the provision of a universal postal service that meets users' needs, while maintaining affordability, efficiency and financial sustainability.

Mail items by type of postal activity

Overall mail volumes declined by 4.2% in 2025, reflecting continued contraction in letter mail. Volumes within the scope of the universal service (US) decreased by 7.0%, driven by reductions in both single-piece and registered letter mail, as well as bulk mail. While parcel volumes within the universal service increased by 7.9%, this growth was not sufficient to offset the broader decline in letter mail.

In contrast, mail volumes outside the scope of the universal service increased by 9.6% year-on-year, reflecting continued expansion in parcel and express delivery services, primarily linked to e-commerce activity. This divergence highlights the ongoing shift in the composition of postal markets, with growth concentrated in competitive, parcel-based segments.

11 Figures are based on data supplied by operators as of 2 April 2026, corresponding with the Q4 2025 Data Report sheet (DRS) publication. Subsequent DRS publications may reflect revisions to previously reported data.

Figure 34: Within scope of the US postal mail volumes, by type of mail item (in millions)

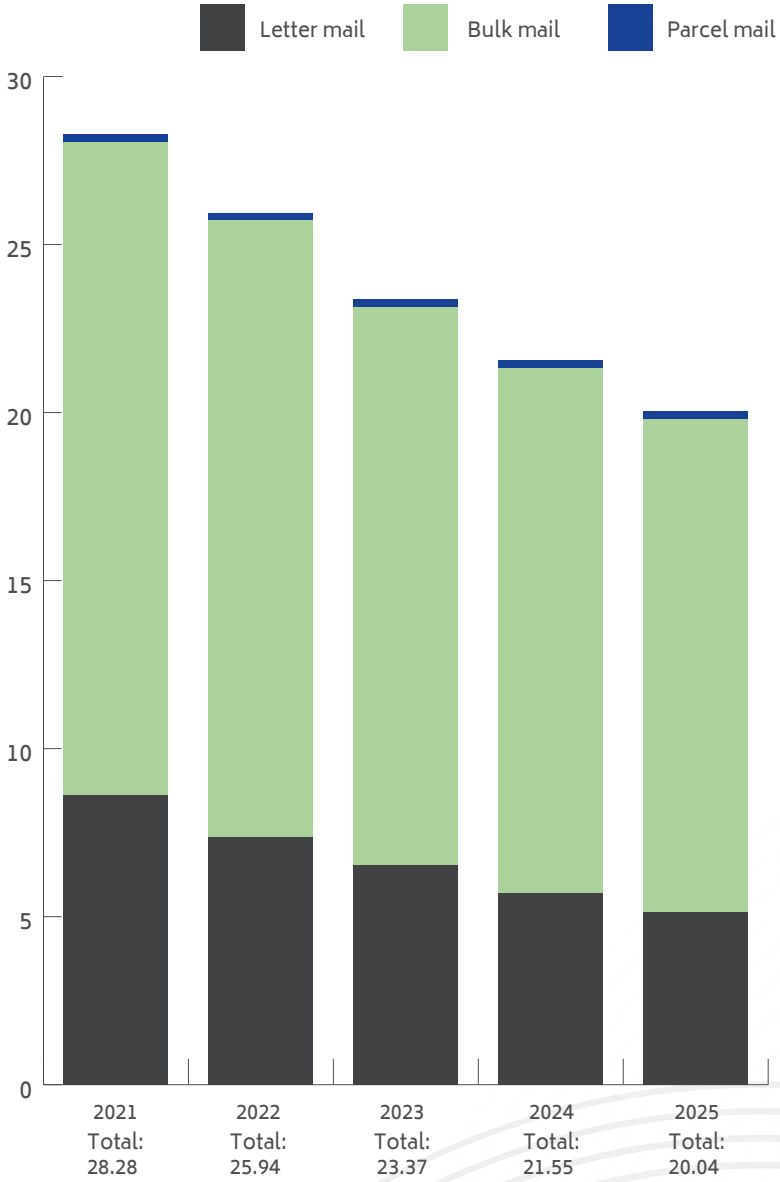
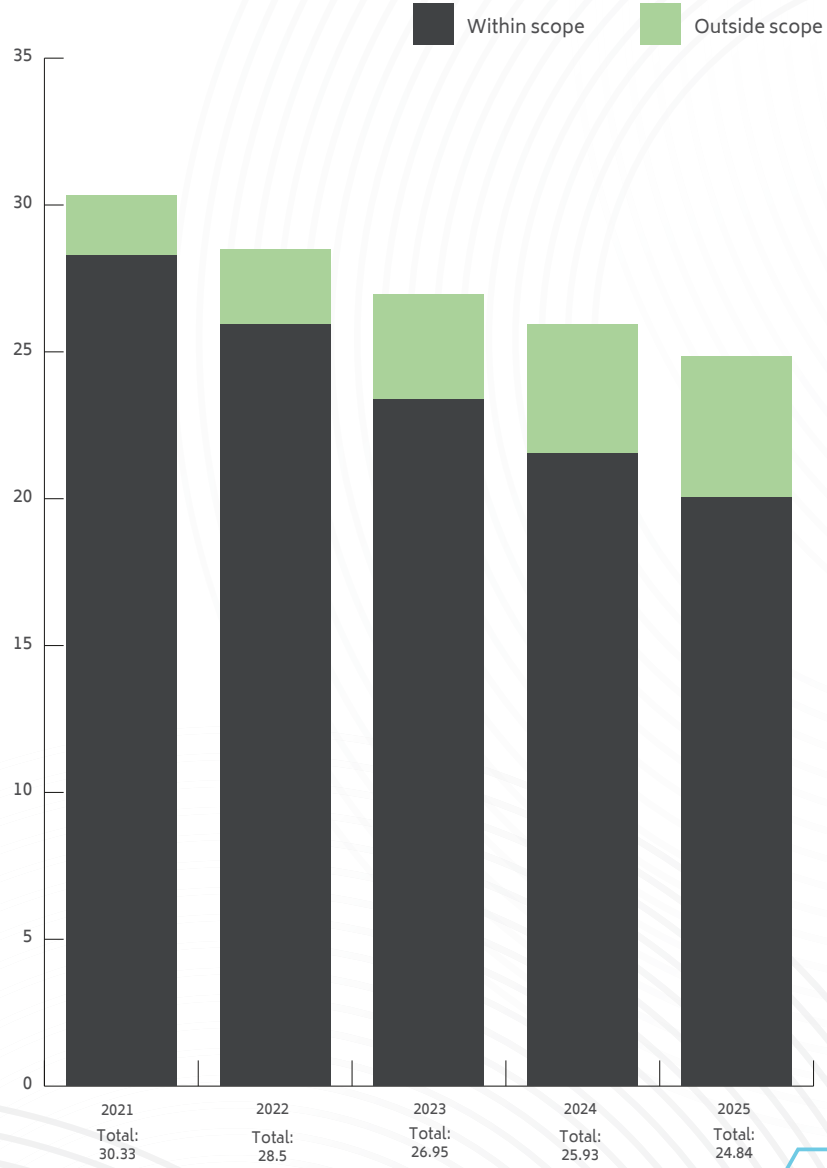


Figure 35: Postal mail volumes: within the scope vs outside the scope of the US area (in millions)

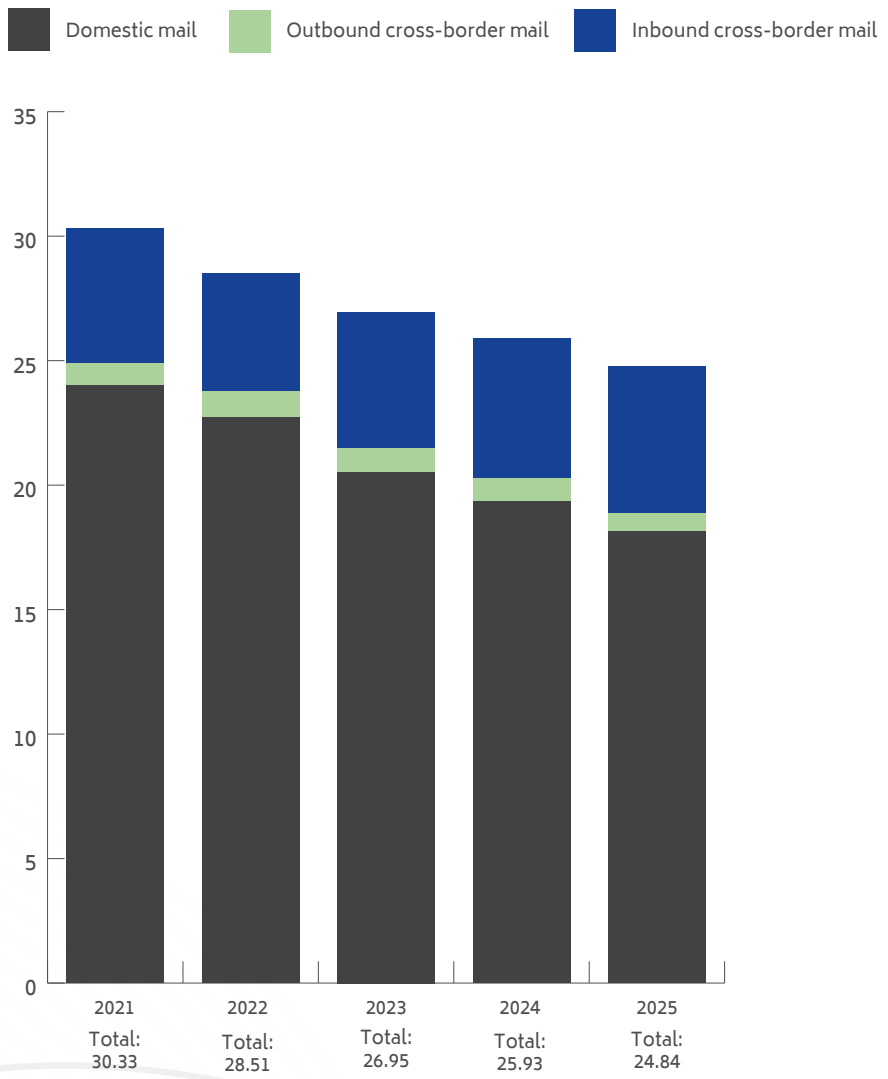


Mail Items by destination

In terms of destination, domestic mail continued to account for most volumes, although its share declined slightly to 88.4% in 2025. At the same time, inbound cross-border mail increased, further underscoring the growing importance of international e-commerce flows in shaping postal demand.

> The MCA continued throughout 2025 to safeguard competition in the postal sector, oversee the quality and transparency of services provided to users, and contribute to the ongoing evolution of the European postal policy framework.

Figure 36: Postal mail volumes, by destination (in millions)



5.2 Regulation

In line with its mandate to ensure a reliable, affordable and sustainable postal service that meets the evolving needs of society and the economy, the MCA continued throughout 2025 to safeguard competition in the postal sector, oversee the quality and transparency of services provided to users, and contribute to the ongoing evolution of the European postal policy framework. The Authority's regulatory work during the year was shaped in particular by the continued financial and operational pressures facing the universal postal service, the steady decline of traditional letter mail, and the sustained growth of e-commerce-driven parcel delivery.

5.2.1 Promoting a competitive postal sector that delivers efficient investment, innovation and choice

The MCA's approach to competition in the postal sector remains centred on ensuring that regulatory intervention is applied only where necessary, reflecting the reality that MaltaPost, the designated Universal Service Provider (USP), continues to face strong indirect competitive constraints from express and parcel delivery operators, particularly within the deregulated parcel mail segment.

Analysing competition dynamics in specific postal markets

Throughout 2025, the MCA continued its review of the postal service markets falling within the scope of the universal postal service, assessing whether MaltaPost continues to hold Significant Market Power (SMP) in any of the relevant markets.

Continuing enhancements to MaltaPost economic regulation model

MaltaPost's regulatory accounts remain a key source of information enabling the MCA to assess the financial performance of the universal postal service, to verify compliance with the tariff requirements of the Postal Services Act, and to support the Authority's broader regulatory obligations. During 2025, the MCA continued to review MaltaPost's regulatory accounts, ensuring that cost allocations between universal postal services and other commercial services remain accurate and that the universal service is not cross-subsidising activities that fall outside its scope. The Authority also continued to refine its Automated Price Adjustment Mechanism introduced in September 2024, which uses MaltaPost's audited regulatory accounts and key cost drivers to inform tariff caps for the universal postal service.

Managing the postal compliance framework

The MCA continued to oversee compliance by both licensed operators providing services within the scope of the universal postal service and operators subject to a general authorisation offering services that fall outside that scope. This oversight ensures that operators handling mail within the universal service area hold the appropriate licence, a safeguard that is particularly important in protecting the continuity and integrity of the universal postal service.

Monitoring performance via collection and analysis of data

Understanding developments in the postal sector remains central to the MCA's ability to serve users and fulfil its regulatory obligations. During 2025, the MCA continued to collect accurate and timely data on the postal market, publishing this information through its biannual market reviews and quarterly Data Report Sheets. This work was

complemented by the launch of a new round of postal perception surveys during the year, providing further insight into how well the sector continues to meet the needs of both households and businesses in light of the ongoing growth in online shopping and the continued decline of traditional letter mail. The results are to be published in 2026.

5.2.2 Ensuring that postal undertakings provide transparent, high-quality services to all users

Determining the ongoing feasibility of existing universal postal service obligations to reflect users' present-day needs

The sustainability of the universal postal service remains an ongoing challenge, driven by digitalisation, declining traditional letter mail volumes, and increased competition in e-commerce deliveries. Building on the revised Quality of Service performance targets published in January 2024 and the Automated Price Adjustment Mechanism that came into effect in September 2024, the MCA continued during 2025 to monitor whether these measures remain fit for purpose in balancing service reliability for users with the financial sustainability of the universal postal service.

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

Throughout the year, the MCA continued to ensure that postal service users are kept informed about the services they purchase, how to lodge complaints and the steps available to them where a complaint remains unresolved. The Authority engaged with postal providers to promote clear and accessible information, particularly in relation to the universal postal service, and monitored MaltaPost's annual QoS performance — covering the regularity and reliability of mail delivery — against the targets set by the MCA. Where required, the MCA remained ready to direct corrective action should the universal service provider fail to meet the required service levels. The Authority also continued to perform its consumer dispute resolution role for both senders and recipients of post and published its biannual reports on complaints and enquiries received during the year.

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

The EU Regulation on cross-border parcel delivery services seeks to increase transparency around single-piece tariffs and strengthen regulatory oversight of the parcel delivery market, ensuring that citizens and small businesses continue to have access to reasonably priced cross-border services. During 2025, the MCA continued to gather information from parcel and small packet delivery service providers regarding their services and public tariffs for single-piece postal items, forwarding this information to the European Commission for publication alongside equivalent data from other EU Member States. The MCA also continued to assess whether MaltaPost's cross-border parcel tariffs are 'unreasonably high', submitting its findings to the European Commission and publishing a non-confidential version of its assessment on the MCA website.

5.2.3 Contributing to the ongoing development and implementation of sector policy

Throughout 2025, the MCA continued to support the development of key EU postal policy initiatives, contributing technical and regulatory expertise to discussions on the future shape of the sector's legislative framework.

New European Postal Services Directive / EU Delivery Act

Building on the European Commission's "Forward-looking study on the postal sector", published in November 2024, the Commission continued work during 2025 towards a possible revision of the Postal Services Directive, framed increasingly as a prospective "EU Delivery Act" intended to modernise the postal and parcel delivery framework in light of declining letter volumes and the continued growth of e-commerce. The MCA contributed to the ERGP's input on this process and provided technical and policy advice to Government, noting that a legislative proposal is expected only towards the end of 2026.



06

Digital Services Regulation



06 Digital Services Regulation

6.1 Digital Services Act

Regulation (EU) 2022/2065 on a Single Market for Digital Services (the Digital Services Act, or DSA) establishes a harmonised EU framework for the regulation of intermediary services and online platforms. The DSA sets out obligations aimed at strengthening transparency, accountability and user protection in the online environment, while also providing for cooperation between national authorities through the European Board for Digital Services (EBDS), to support its consistent application across the Union.

In Malta, the Digital Services (Designation and Enforcement) Order (as per Subsidiary Legislation 418.05 of the Laws of Malta) designates the MCA as the Digital Services Coordinator (DSC) for the purposes of the DSA. In this capacity, the MCA is responsible for ensuring compliance by intermediary service providers established in, or legally represented in, Malta, serving as the national point of contact, and representing Malta on the EBDS.

Capacity Building

As the DSC of a small Member State, the MCA operates within a defined resource framework. In 2025, the MCA continued to prioritise measures to optimise the deployment of its resources while ensuring the effective discharge of its responsibilities under the DSA.

A key focus was the continued strengthening of its internal capability, particularly in relation to the legal interpretation of the DSA and its application. Developing this capability remains essential to addressing the scope, complexity and evolving nature of the regulatory framework.

In parallel, the MCA advanced the development of internal policies and procedures to underpin its supervisory and enforcement functions.

The MCA also maintained active engagement with other DSCs across the EU, facilitating the exchange of insights and supervisory approaches. This cooperation reinforces the coherent implementation of the DSA and ensures alignment with emerging practices at European level.

Identification of Providers of Intermediary Services Established in Malta

The MCA undertakes targeted outreach initiatives to identify and engage service providers established in Malta that may fall within the scope of the DSA. Providers subject to the DSA are required to notify the MCA accordingly. These efforts support the MCA in maintaining an up-to-date list of providers of intermediary services established or legally represented in Malta for supervisory and compliance purposes, based on the information received and notifications submitted.

Figure 37: Breakdown of notified Intermediary Services established or legally represented in Malta by Size and Type (as at 31 December 2025)

	Small / Micro	Medium	Large
Mere conduit / caching	1	1	5
Hosting	-	2	1
Online platform	23	2	0

Complaints (Article 53 DSA)

Article 53 of the DSA entitles recipients of intermediary services, or organisations acting on their behalf, to lodge a complaint with the DSC of the Member State in which they are located, alleging infringements of the DSA by a service provider. Complaints concerning providers established in other Member States are transmitted to the respective DSC for handling.

In 2025, the MCA received thirteen (13) complaints under Article 53 of the DSA. Of these, nine were transmitted to the competent DSCs in other Member States while four were found inadmissible. Throughout the year, the MCA also responded to related user enquiries and provided assistance through its dedicated online interface.

Figure 38: Number of transmitted complaints by specific receiving DSC

DSC in other Member State	Complaints Transmitted
Coimisiún na Meán – Ireland	7
Autoriteit Consument & Markt (ACM) – Netherlands*	2

* Fully designated and empowered in February 2025

Out-of-court dispute settlement bodies (Article 21 DSA)

The DSA provides users with an additional channel to resolve disputes with online platforms over content moderation decisions, through certified out-of-court dispute settlement bodies. Platforms are required to inform users of this option and to cooperate with certified bodies. DSCs are responsible for certifying such bodies in their Member State, subject to the requirements set out in Article 21, which cover independence, relevant expertise in handling disputes involving specific types of illegal content, and the ability to operate in at least one (1) official EU language.

As at end of 2025, ADROIT remained the only certified out-of-court dispute settlement body established in Malta.

Trusted Flaggers (Article 22 DSA)

The DSA empowers DSCs to designate entities established in their Member State as trusted flaggers. These need to demonstrate that they are independent of online platforms and possess specialised expertise in detecting illegal content due to their expected accuracy. Article 22 of the DSA sets out criteria covering independence, proficiency in identifying specific illegal content types, and diligence in reporting. It also stipulates that notices submitted by awarded trusted flaggers must be treated with priority by online platforms.

During 2025, in accordance with Article 22(8) of the DSA, the Commission, in consultation with the Board, commenced work on guidelines to assist online platform providers and DSCs in applying these criteria. These are expected to be finalised during 2026.

On 25 February 2025, through Decision Notice No. MCA-D/25-5553, the MCA awarded the Trusted Flagger status to the Foundation for Social Welfare Services ("FSWS"). FSWS operates Malta's Safer Internet Centre and hotline through its 'BeSmartOnline!' initiative. Following an assessment conducted in accordance with Article 22 of the DSA, the MCA decided that FSWS met all the requirements stipulated therein, for the notification of online content involving the violent and sexual exploitation of minors.

Vetted Researchers (Article 40 DSA)

Very large online platforms and search engines are required to give access to non-public data, to independent academics or research organisations that have been formally approved by a DSC as a "vetted researcher". As stipulated under Article 40 of the DSA, vetted researchers are those that meet strict eligibility criteria, including proven expertise, institutional independence, and robust safeguards for data security and confidentiality. This access is granted solely for the purpose of conducting research that contributes to identifying, understanding, or mitigating systemic risks in the EU. Vetted researchers may use the data only for the approved research objectives and in the public interest.

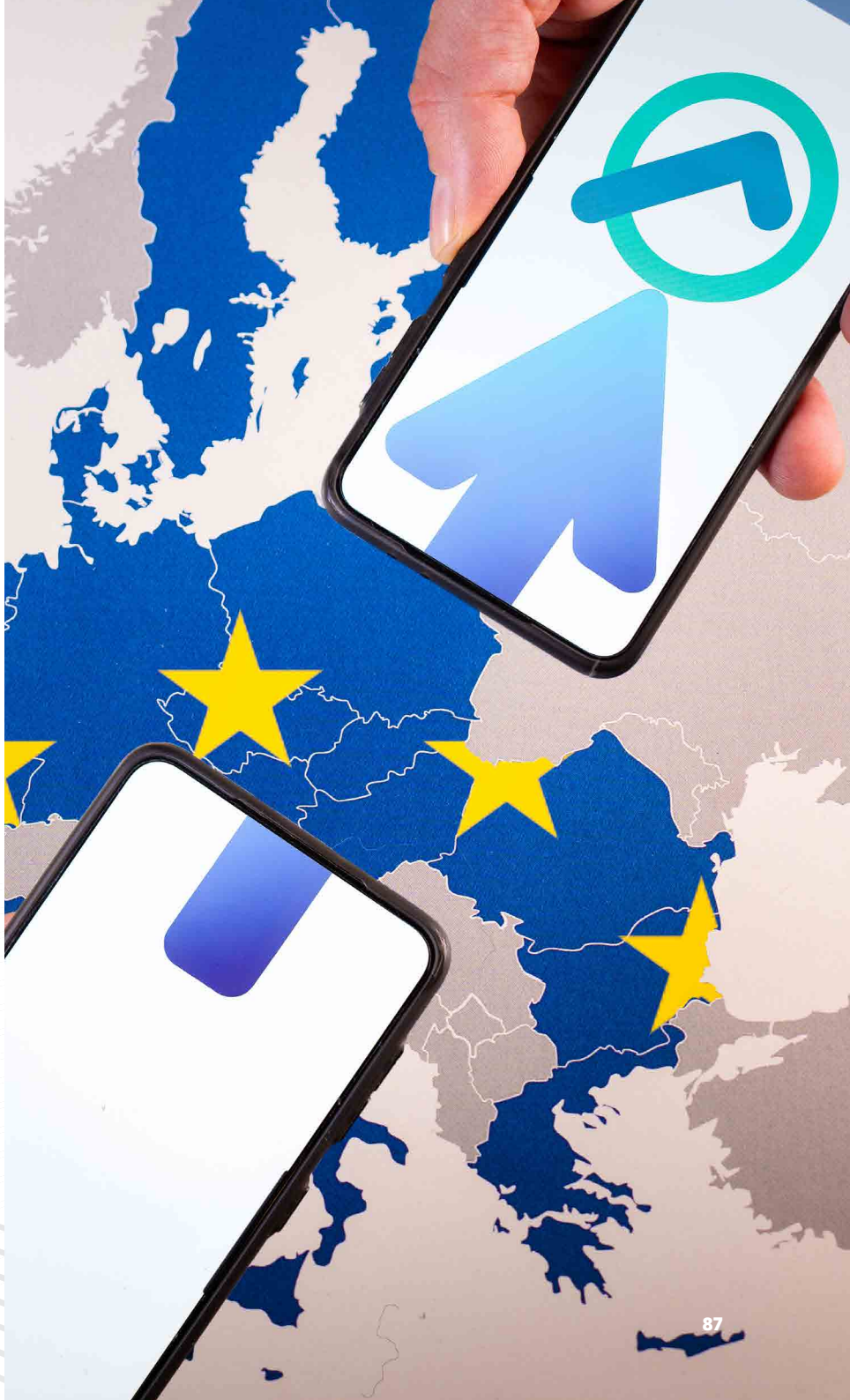
In 2025, the Commission adopted a delegated act outlining rules granting access to data for qualified researchers under the DSA. This complements Article 40 of the DSA as the aforesaid delegated act explains how data access should work in practice.

During 2025, no applications for vetted researcher status were submitted to the MCA. However, the MCA has published on its website information on how to apply for the status of vetted researcher and a contact point for related enquiries.[12]

The European Board for Digital Services

The EBDS is an independent advisory body comprising national Digital Services Coordinators and chaired by the European Commission. Established under Article 61 of the DSA, the Board has been operational since 17 February 2024. Its primary role is to promote the consistent and effective implementation of the DSA across the EU by providing guidance on legal interpretation, coordinating analytical work, and supporting the supervision of very large online platforms.

During 2025, the MCA maintained active engagement with the EBDS. The MCA participated in all eight Board working groups,[13] contributing Malta's perspective and technical expertise across a range of subject areas. This involvement included collaboration with other national authorities on specific issues such as elections, child protection, criminal enforcement, product safety, and consumer rights. To enhance its contribution, the MCA also invited relevant national stakeholders to participate alongside its representatives in working group meetings, particularly when highly specialised topics were under discussion. This approach strengthened coordination efforts



12 See *Become a 'Vetted Researcher' under Article 40(8) of the DSA* - https://www.mca.org.mt/initiatives/dsa

13 The EBDS delegates much of its work to eight working groups, focusing on specific themes, including content moderation, data access, protection of minors, IT systems, consumer protection, legal frameworks, and the integrity of the online space.

and broadened national participation on various matters. In addition, the MCA participated in discussions on the interaction between the DSA and other EU legislative frameworks.

National Outreach and Awareness

Throughout 2025, the MCA continued its efforts to raise awareness and promote a clear understanding of the DSA and its implications for Malta. This included maintaining an open dialogue with various stakeholders, responding to queries and addressing requests for clarification on the framework, with particular emphasis on how its tools can support users, businesses, and national authorities.

The MCA also kept the dedicated DSA section of its website updated with informative content to educate users, businesses, and other stakeholders on the framework and the rights and obligations it establishes. This was complemented by media engagement aimed at the wider public, and by participation in events, conferences, and talks on the DSA throughout the year, reaching specialist audiences.

The MCA further engaged with other national authorities to explain the DSA and the tools it offers, in particular the mechanisms provided under Article 9 (orders to act against illegal content), Article 10 (orders to provide information), Article 16 (notice and action procedures), Article 21 (out-of-court dispute settlement), and Article 22 (trusted flaggers).

In 2025, the MCA convened four Digital Services Forum sessions to encourage dialogue and collaboration among participating institutions on key issues shaping the digital environment:

- **4th Digital Services Forum, 16 January 2025**
  The DSA: Managing Risk, Crisis, and Freedom in the Digital World
  This session focused on how very large online platforms (VLOPs) apply the DSA, with particular attention to social media platforms.
- **5th Digital Services Forum, 25 February 2025**
  Safeguarding Minors in the Digital World
  This session addressed age verification and the balance between safeguarding minors and protecting their privacy.
- **6th Digital Services Forum, 18 September 2025**
  The DSA and Electoral Preparedness
  This session examined electoral preparedness within the context of the DSA.
- **7th Digital Services Forum, 20 October 2025**
  Guidelines on the Protection of Minors under the DSA: Stakeholder Discussion
  This session focused on the protection of minors guidelines and their role in fostering a safer digital environment for children and adolescents.

6.2 Trust Services

The MCA's work in the area of Trust Services during 2025 was primarily shaped by its expanded regulatory remit following the formal adoption of the amended Regulation (EU) No 910/2014 on electronic identification and trust services (eIDAS). These amendments, introduced by Regulation (EU) 2024/1183 establishing the European Digital Identity Framework (EUDI), entered into force in May 2024.

The revised framework introduces significant developments, most notably the European Digital Identity Wallet. This initiative enables EU citizens, residents and businesses to securely identify themselves online and share verified personal data, thereby strengthening trust, enhancing security and improving the overall digital user experience across the EU.

Regulatory Work

As in previous years, the MCA continued to exercise its regulatory oversight of qualified trust service providers (QTSPs) listed on the Malta Trusted List (MT TL). This oversight includes, inter alia, the review of annual conformity assessment reports prepared by accredited conformity assessment bodies.

In parallel, the MCA also fulfils its role as Malta's Trusted List Service Operator (TLSO), with responsibility for maintaining and continuously updating the MT TL to ensure its accuracy and compliance with applicable regulatory requirements.

In the context of the EUDI framework and the trusted list, the MCA initiated preparatory work for the migration of the Trusted List to version 6. This upgrade is required to accommodate new categories of trust services introduced under the amended Regulation and is planned for implementation in early 2026.

Expanded Remit

Since the entry into force of the original eIDAS Regulation in 2014, the MCA has acted as Malta's Supervisory Body for Trust Services.

In 2025, the MCA was formally assigned new responsibilities under the European Digital Identity (EUDI) framework, expanding its mandate into digital identity wallet oversight. The Authority was designated as the competent supervisory body for EUDI Wallet services in Malta and the national EUDI Wallet scheme owner, building on its eIDAS trust-services oversight experience.

As scheme owner, the MCA is entrusted with establishing and governing the national EUDI Wallet trust framework. In practice, this involves developing a national wallet scheme and related certification regime that meets EU requirements while fitting Malta's context. As the EUDI supervisory body, the MCA is responsible for regulatory oversight of EUDI Wallet providers established in Malta. This encompasses monitoring compliance of wallet providers with the Regulation's obligations and taking any necessary remedial or enforcement action to safeguard users and maintain trust in the system. Strategically, this supervisory role ensures that wallet services operate within a robust compliance and risk management regime and involves coordination with other regulators, both nationally and across the EU, to share information and promote consistent standards.

Throughout 2025, the MCA laid the groundwork to fulfil these new roles. The Authority established an interim tactical team by mobilising staff across units to kick-start the EUDI Wallet workstreams. It also developed initial budgets and a multi-year HR plan to scale up its capacity, including identifying new specialist roles reflecting the need for a sustainable dedicated structure.

In tandem, the MCA engaged in coordination with national stakeholders and EU bodies to ensure a coherent approach. It worked closely with government counterparts on digital identity and consulted peer authorities in other Member States, participating in European forums to harmonise Malta's preparations with the broader EUDI Wallet initiative.

By the end of 2025, the MCA had established strategic governance arrangements for the EUDI Wallet framework and taken key steps towards building the required operational capacity and putting in place the legal and operational framework.

Meetings and Participation

During 2025, the MCA continued its active engagement in eIDAS-related fora and governance structures. In particular, the Authority participated in meetings of the Forum for European Supervisory Authorities (FESA), engaging with counterpart supervisory bodies across the EU.

In light of its expanded role under the EUDI framework, the MCA also increased its participation in additional EU-level bodies and working groups, including the eIDAS Committee, the European Digital Identity Cooperation Group (EDICG), and various specialised technical and policy working groups.

Furthermore, towards the end of 2025, the MCA attended the inaugural EUDI Launchpad event in Brussels, which brought together key European stakeholders to support coordination and readiness ahead of the forthcoming deployment of EUDI Wallets.

6.3 Digital Accessibility

In 2025, the MCA continued to strengthen its efforts in the field of digital accessibility through a number of focused initiatives aimed at improving inclusivity across public sector digital services. Throughout the year, the Authority undertook 84 Simplified Accessibility Assessments, 14 In-Depth website reviews, and seven In-Depth evaluations of mobile applications. This ongoing monitoring activity aimed to enhance adherence to the Web Accessibility Directive while encouraging continuous improvements in the accessibility and usability of public sector online platforms.

Complementing its supervisory and regulatory functions, the MCA also delivered a dedicated training bootcamp tailored for ICT public officials. The programme was designed to deepen participants' understanding of digital accessibility principles and provide practical guidance on complying with the Web Accessibility Directive. Through a series of interactive sessions, participants gained

valuable insight and practical competencies to support the effective integration of accessibility requirements.

As part of its wider outreach initiatives, the MCA actively engaged in conferences, seminars, and panel discussions focused on digital accessibility and inclusion. Through these activities, the Authority raised awareness among citizens, industry stakeholders and service providers about the importance of accessible digital environments and the need to ensure equal access to online services for all users.

The MCA also maintained an active presence in international discussions and professional networks relating to digital accessibility. Participation in these fora enabled the Authority to exchange knowledge with international peers, strengthen collaborative relationships, and remain up to date with evolving developments, emerging technologies, and recognised best practices in the sector.



07

Consumers



07 Consumers

In 2025, the MCA continued to prioritise the protection and empowerment of consumers and end-users across electronic communications, postal, and digital services. Through its complaint handling function, monitoring activities, regulatory interventions, and awareness initiatives, the Authority worked to ensure that users are treated fairly and can engage with service providers in an informed manner. These efforts supported the MCA's broader objective of promoting transparency, service quality and trust within the sectors it regulates.

7.1 Complaint Handling and Support

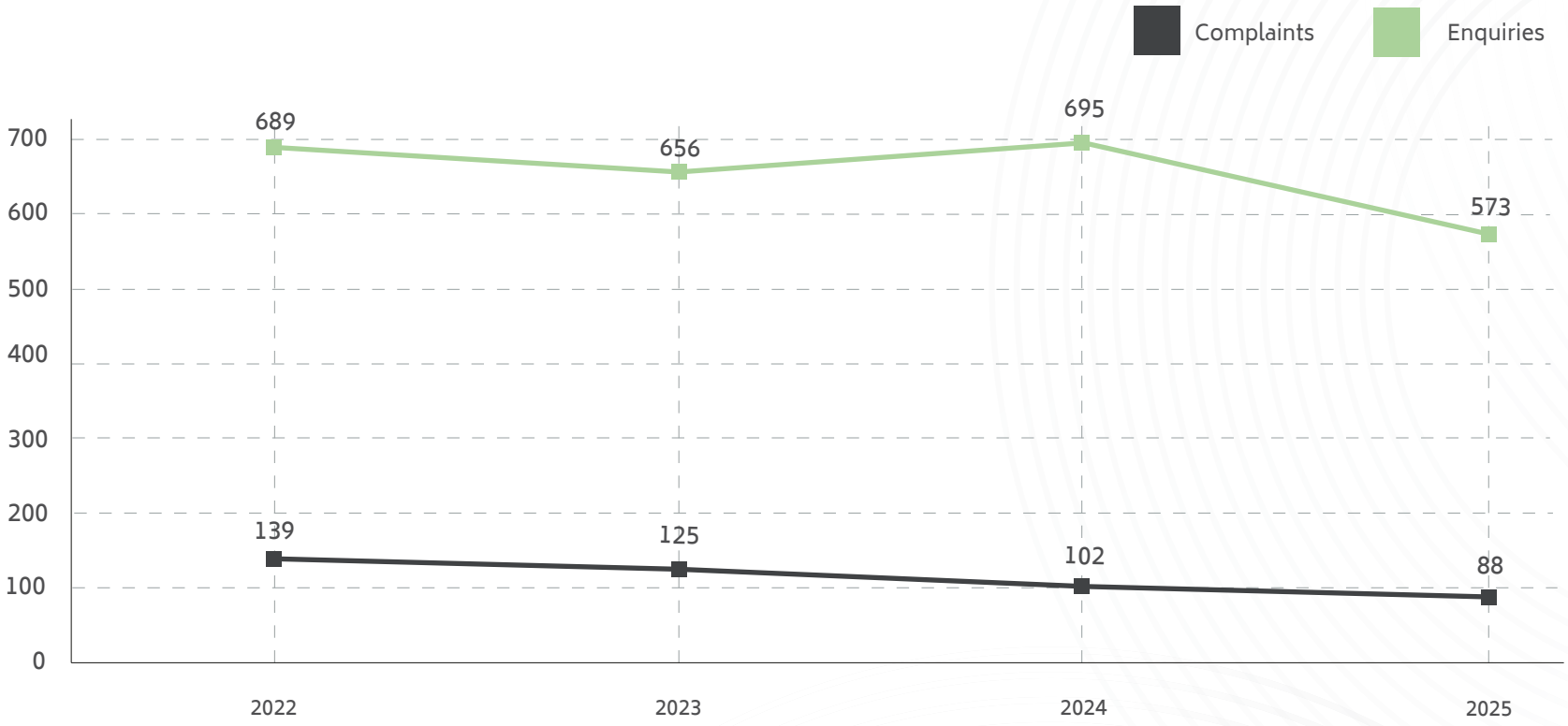
The MCA maintains a structured framework for handling complaints and enquiries from consumers and other end users of electronic communications, postal, and digital services. The Authority intervenes where issues remain unresolved after users have followed the service provider's internal complaints procedures, ensuring that cases falling within its remit are assessed and addressed appropriately.

As part of its commitment to transparency, the MCA publishes periodic end-user reports presenting trends in complaints and enquiries, together with insights from monitoring and enforcement activities. In 2025, two reports were issued: one covering the second half of 2024 and the other covering the first half of 2025.

Throughout 2025, the MCA received a total of 88 complaints, representing a 14% decrease compared to the previous year. The MCA also received 573 enquiries, reflecting an 18% reduction compared to 2024. These trends are illustrated in the figure in the following page, which outlines complaints and enquiries received by the MCA over the period 2022 to 2025.

The vast majority of complaints received in 2025 (91%) related to electronic communications services, while the remaining 9% concerned postal services. Among electronic communications services complaints, billing issues were the most prevalent, accounting for 44% of cases, followed by quality of service issues (35%), termination and switching (12%), and contractual matters (9%).

Figure 39: Complaints and enquiries received 2022-2025



7.2 Monitoring Service Delivery

The MCA continues to monitor how service providers meet their regulatory obligations and deliver services to end users. This includes analysing complaint data, reviewing information submitted by providers, and gathering feedback from users through surveys and other channels. The Authority also considers broader feedback, including publicly available information, to identify recurring issues and emerging trends. Mystery shopping exercises remained an important tool in this process, providing practical insights into customer experience and supporting the MCA's efforts to promote transparency and accountability within the sector.

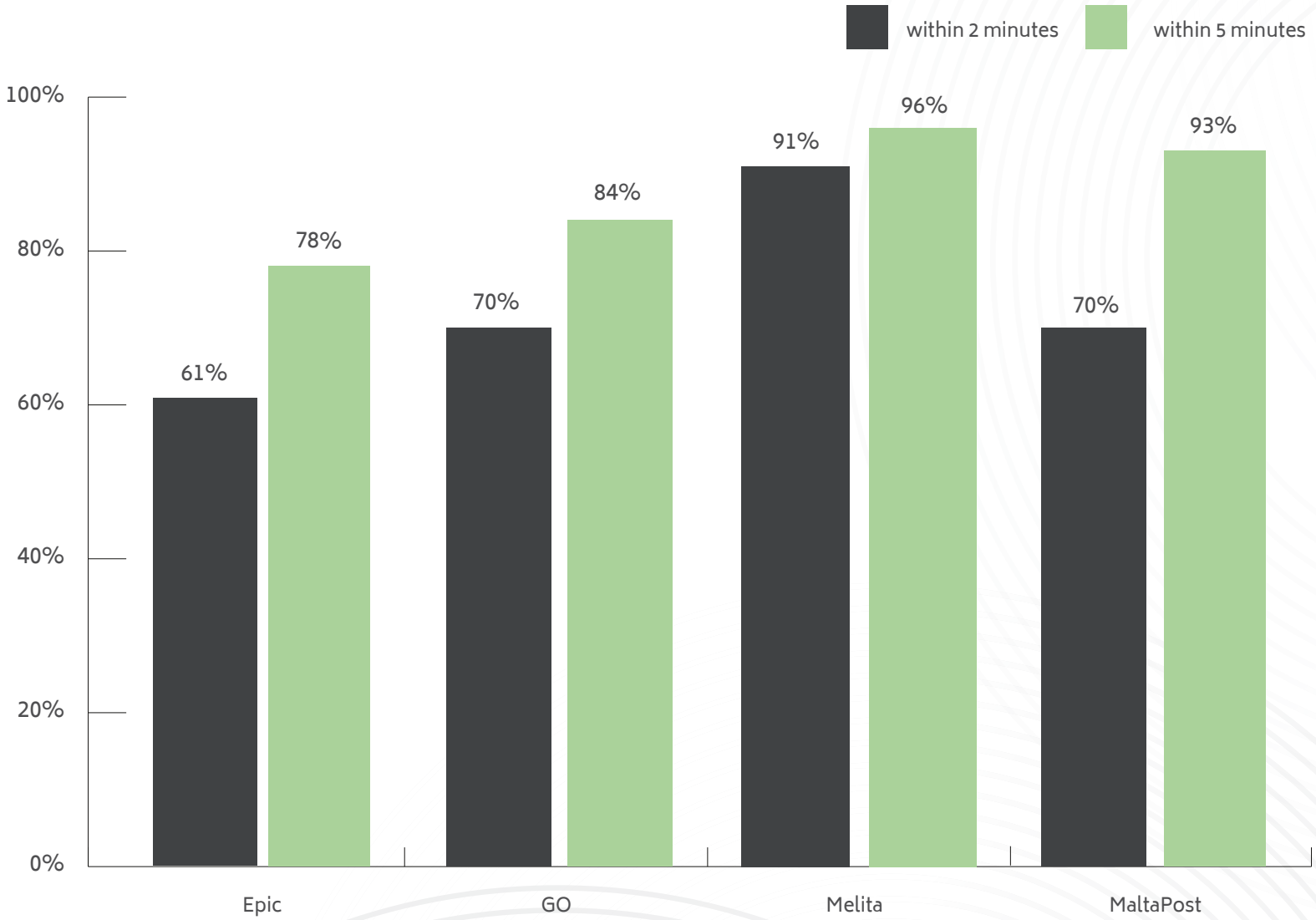
In 2025, the MCA published the report Ensuring Compliance with Consumer Protection Norms in Mobile Telephony Services, presenting the findings of a mystery shopping exercise carried out in 2023 and 2024. The study assessed the extent to which mobile service providers comply with key consumer protection requirements, including the provision of clear information at the point of sale, the delivery of contractual documentation, the handling of customer consent, access to itemised billing, and termination procedures.

The results showed a clear improvement in providers' compliance compared to earlier findings, reflecting the impact of the MCA engagement and follow-up action. Nevertheless, the exercise identified a number of remaining shortcomings, mainly linked to minor omissions, inconsistencies in processes, and occasional errors in customer interactions. Providers responded constructively to the Authority's feedback, taking steps to address the issues identified and enhance their operational practices.

In addition, the MCA monitors the performance of service providers' telephony customer care functions, with a particular focus on call response times. The findings are published as part of the MCA's transparency efforts. In 2025, the MCA carried out 2,380 test calls to the call centres of major communications service providers (Epic, GO, Melita, and MaltaPost), averaging around nine calls per working day.

The results highlighted differences in responsiveness across providers, with Melita recording the highest rate of calls answered within two minutes. A similar trend was observed for calls answered within five minutes. Compared to 2024, GO and MaltaPost showed notable improvements, while Melita maintained a high level of performance with slight gains and Epic recorded a decline. Calls not answered within five minutes were terminated in accordance with the MCA's methodology.

Figure 40: Response time across providers





7.3 Quality of Service Parameters to be Measured by Providers

In 2025, the MCA issued a Decision Notice titled Quality of Service (QoS) Parameters to be Measured by Providers of Internet Access Services and Publicly Available Interpersonal Communications Services. The decision establishes a common set of QoS parameters that providers are required to measure and report, covering areas such as service activation times, fault occurrence and repair, billing accuracy, customer care responsiveness, and complaint resolution.

By introducing a structured framework for the measurement and publication of these indicators, the MCA aims to improve transparency and enable end users to better assess and compare the performance of different providers. The decision also strengthens ongoing monitoring by ensuring that consistent and reliable data on service quality is made available to both the Authority and the public.

7.4 Consumer Awareness

Raising awareness among consumers remained an important focus for the MCA in 2025, and the Authority continued its efforts to ensure that end users understand their rights and responsibilities when using electronic communications, postal and digital services. Throughout 2025, the Authority participated in 42 TV and radio programmes and featured in 1 TV news item, addressing key consumer-related topics.

These initiatives covered areas such as consumer rights under roaming rules; measures to help users identify and avoid scams and fraudulent communications; and guidance on using the MCA's price comparison tool (Telecosts.com). The MCA also provided information on postal services and the support available to users experiencing difficulties, as well as practical guidance on improving internet experiences and understanding contractual information provided by service providers.

In addition, the Authority continued to explain the rights of consumers when providers modify contractual terms, highlighting the safeguards in place to protect users. Awareness efforts also included information on electromagnetic field (EMF) monitoring, outlining the MCA's role in ensuring compliance with established exposure standards.

The MCA's website and social media channels remained key tools for communication, through which the Authority shared updates, findings from monitoring activities, and practical guidance. Information was presented in a clear and accessible format, including the use of visual content to improve reach and engagement. The MCA remains committed to strengthening its outreach efforts to ensure that consumers are well-informed and better equipped to navigate the communications landscape.



08

EU & International Engagement



08 EU & International Engagement

In an increasingly complex and interconnected digital environment, the MCA operates within a regulatory landscape shaped by both European and international frameworks. As digital technologies and communications continue to evolve globally, effective cooperation and continuous dialogue remain essential. In its role as Malta's communications regulator, Government adviser and, at times, as a representative of the Government, the MCA remained actively engaged throughout 2025 through participation in EU initiatives and international discussions.

This engagement ensures Malta's perspective is consistently present in international fora, helping to shape emerging policy in line with national priorities while supporting the growth and resilience of digital and communications services. MCA officials continued to hold respected positions within various European bodies, contributing to efforts to keep regulation responsive, forward-looking, and aligned with fast-changing market dynamics. Ongoing collaboration with international counterparts enables the MCA to support policy development that encourages innovation while safeguarding fair and effective competition.

The MCA's regulatory remit continues to broaden beyond traditional telecommunications into areas such as digital services regulation, digital markets, and sustainable industry practices. As these areas mature, international policy developments are having a more direct impact on national frameworks, reinforcing the need for sustained and active participation. The MCA contributes by providing expert input and technical guidance across a range of international fora including the International Telecommunication Union (ITU), Universal Postal Union (UPU), and various EU-level expert and working groups.

Through this continued engagement, Malta's interests are effectively represented, and consumers benefit from strong and evolving regulatory safeguards.

8.1 Electronic Communications

Body of European Regulators for Electronic Communications (BEREC)

BEREC plays a central role in promoting independent, high-quality, and harmonised regulation across the EU's telecoms and digital markets. It provides a platform for regulatory exchange among National Regulatory Authorities (NRAs) on electronic communications, while also acting as a key advisory body to the European Commission, Parliament, and Council. Through this role, BEREC supports the development of common positions and best practices, serving as an important reference point for NRAs.

In 2025, the MCA maintained an active presence within BEREC, participating in high-level meetings including those of the Board of Regulators, the BEREC Office Management Committee and the Contact Network, while also contributing to a range of expert working groups. Throughout the year, BEREC convened four Contact Network meetings and Plenary sessions, providing a platform for MCA representatives to engage in discussions on key deliverables under the 2025 Work Programme. This work programme was structured around three core priorities: promoting full connectivity, supporting sustainable and open digital markets, and empowering end users.

MCA experts played an active role in shaping regulatory outputs, serving as drafters to key initiatives related to physical infrastructure access, the review of the European Commission's Recommendation on relevant markets susceptible to ex-ante regulation, and aspects of network resilience and security. In parallel, MCA experts closely monitored developments across a number of strategic areas, including copper network switch-off, submarine cable connectivity, the integration of AI within the telecommunications sector, Open Internet regulation, the functioning of roaming regulation, and sustainability considerations for ECN/ECS.

The MCA also contributed to both internal and external BEREC workshops, engaging with a wide range of stakeholders. Notably, during the year, MCA experts also chaired a panel and contributed actively to a joint BEREC–BEUC workshop focused on end-user rights.

In December 2025, the MCA successfully hosted the 65th BEREC Ordinary Meetings (Plenary) in Malta, bringing together the heads and/or high-level representatives of national regulatory authorities (NRAs) in an atmosphere of collaboration and forward thinking. This event underscored the MCA's commitment to strengthening Malta's role within Europe's digital regulatory community.

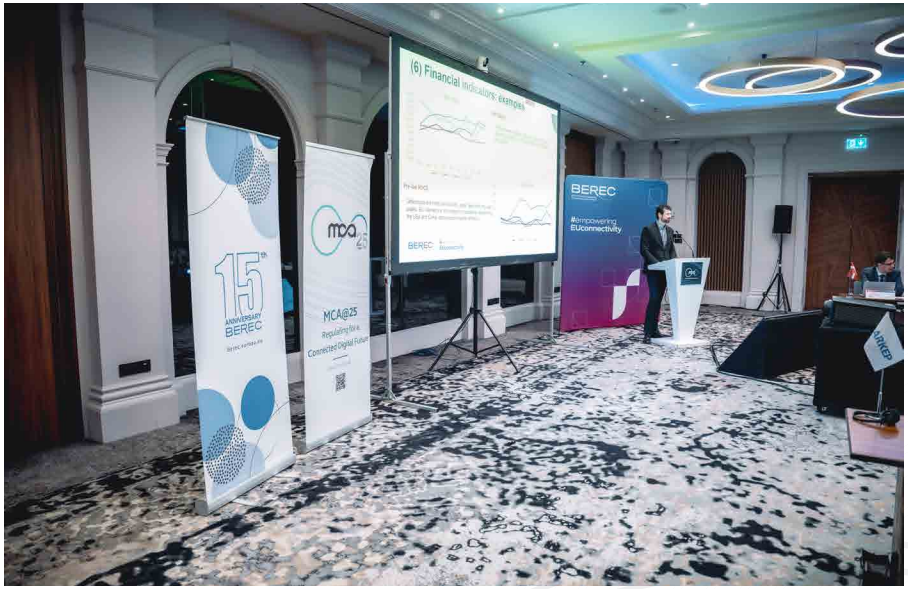

BEREC
JESMOND
BUGEJA
BEREC
SERGIU
GAIBU


TOM
BOYCE
MARKO
MISMAS








(6) Financial indications: examples
BEREC
#empowering
EUconnectivity
15th
ANNIVERSARY
BEREC
MCA@25
Regulating for a
Connected Digital Future


BEREC
Body of European Regulators
for Electronic Communications
#empowering
EUconnectivity



The Independent Regulators Group (IRG)

The Independent Regulators Group (IRG) is a European forum for electronic communications regulators, established in 1997. The IRG facilitates the exchange of best practices, benchmarking and knowledge-sharing, while fostering forward-looking discussions on current and emerging regulatory challenges.

In 2025, the MCA remained actively engaged within the IRG, participating in Contact Network meetings and General Assemblies held throughout the year. The MCA also contributed to IRG training workshops and webinars, supporting ongoing capacity building and regulatory cooperation. The IRG General Assembly was hosted in Malta in December 2025, alongside the 65th BEREC Ordinary Meetings.

Euro-Mediterranean Regulators Group (EMERG)

The Euro-Mediterranean Regulators Group (EMERG) brings together National Regulatory Authorities responsible for electronic communications across the Euro-Mediterranean region. Its membership spans a diverse group of countries, providing a platform for the exchange of experience and the strengthening of regulatory practices. Through this cooperation, EMERG promotes greater alignment among its members while addressing shared challenges and opportunities, with the aim of supporting competition, encouraging technological innovation, and reducing the digital divide. Ultimately, this collaboration seeks to expand access to the benefits of the information society.

Throughout the year, the MCA remained actively engaged within EMERG, participating in both Contact Network and Plenary sessions, and contributing to the development of the group's work programme for the coming year.

The Communications Committee (COCOM)

The Communications Committee (COCOM) supports the European Commission in the exercise of its executive powers under the regulatory framework for electronic communications. In 2025, three meetings were held, addressing a range of key topics including preparatory discussions on the proposed Digital Networks Act (DNA), monitoring the implementation of the Gigabit Infrastructure Act, ensuring the continuity of eCall services, developments related to Mobile Satellite Services (MSS), and discussions concerning the Implementing Regulation on fair use and anti-fraud measures for intra-EU communications.

The Radio Spectrum Policy Group (RSPG)

The Radio Spectrum Policy Group (RSPG) is a high-level advisory body that provides strategic guidance to the European Commission on radio spectrum policy. Composed of representatives from national regulators and ministries responsible for spectrum management across EU Member States, the group examines emerging technological, market, and regulatory developments shaping spectrum use within the broader EU policy framework.

The MCA actively participates in RSPG plenary meetings and sub-groups, including the 'Good Offices' sub-group, which it has co-chaired since November 2021. This group focuses on addressing cross-border coordination issues and harmful interference between Member States, while proposing practical solutions to support efficient spectrum use.

During 2025, discussions covered a range of strategic topics, including 6G, the upper 6 GHz band, satellite Direct-to-Device (D2D) connectivity, the use of the 470-694 MHz frequency band and the upcoming World Radiocommunication Conference (WRC-27). In 2025, the RSPG also adopted its work programme for the 2026-2027 timeframe.

The Radio Spectrum Committee (RSCOM)

The Radio Spectrum Committee (RSCOM) plays a key role in the development of implementing decisions on technical measures aimed at ensuring harmonised conditions across Europe for the availability and efficient use of radio spectrum.

In 2025, the MCA participated in the Committee's meetings, with three sessions held over the year. Discussions focused on a range of topics, including the harmonisation of the 3.8–4.2 GHz frequency band for wireless broadband systems providing local-area network connectivity; the harmonisation of spectrum for various types of short-range devices, including wireless access systems and radio local area networks; satellite (D2D) communications; and intelligent transport systems.

The International Telecommunication Union (ITU)

The International Telecommunication Union (ITU) is the United Nations' specialised agency responsible for promoting the global use of the radio spectrum, facilitating international coordination in the assignment of satellite orbits, developing worldwide technical standards, and supporting the improvement of telecommunication infrastructure.

In 2025, the MCA continued to monitor and follow discussions across ITU fora.

In line with its active engagement within the ITU, the MCA's Chief Executive Officer, Jesmond Bugeja, continued to serve as a member of the ITU Advisory Board on Submarine Cable Resilience. This appointment complements the Authority's role as Malta's National Contact Point under Commission Recommendation (EU) 2024/779, reinforcing its contribution to both EU and global efforts to strengthen the security and resilience of submarine cable infrastructure. Through this dual engagement, the MCA continued to contribute to the alignment of national priorities with international best practices and to Malta's efforts to safeguard critical communication systems.

The European Conference of Postal and Telecommunications Administrations (CEPT)

The European Conference of Postal and Telecommunications Administrations (CEPT), established in 1959, brings together policymakers and regulators from 46 European countries to collaborate on postal, telecommunications, and radio spectrum matters, with the aim of supporting harmonised and efficient markets.

CEPT's Electronic Communications Committee (ECC) plays a role in developing policies on electronic communications and radio spectrum within the broader European context. In 2025, the MCA actively participated in the three ECC plenary meetings, as well as in the Conference Preparatory Group on WRC-27 preparations (CPG), the Working Group on Frequency Management, including its sub-groups FM22 on spectrum monitoring and enforcement and FM58 on maritime communications, and the Working Group on Numbering and Networks (WG NaN).

The MCA also continued to serve as Vice-Chair of WG NaN, contributing to the development of policies on numbering, naming, and addressing, and providing guidance on related technical and regulatory matters.

ECO Council

The European Communications Office (ECO) is the permanent Secretariat of CEPT, supporting policy makers and regulators from across Europe in harmonising telecommunications, radio spectrum and postal regulation. The ECO is governed by a Council of the countries that finance its operations, which serves as the organisation's supreme decision-making body. The Council sets ECO policy, approves the work programme and budget, determines staffing and terms of employment, appoints the Director and staff, and enters into contracts and agreements on behalf of the ECO. In 2025, the MCA continued to follow discussions within the ECO Council as part of its broader participation in CEPT.

EU Space Communications

The MCA continued to monitor developments and represent the Government in various European fora focused on EU space communications. These include the Horizontal Configuration of the EU Space Programme Committee, Galileo, EGNOS, the Working Group on GNSS Evolution, the Task Force on EU GNSS Interference, EU Governmental Satellite Communications (GOVSATCOM), and the Administrative Board of the European Union Agency for the Space Programme (EUSPA).

8.2 Postal Services

European Regulators Group for Postal Services (ERGP)

The European Regulators Group for Postal Services (ERGP) serves as an advisory body to the European Commission, bringing together independent National Regulatory Authorities from EU Member States. Its role is to support the integration of the internal postal market and promote the consistent application of the EU regulatory framework for postal services through dialogue and cooperation among NRAs.

In 2025, the MCA remained actively engaged within the ERGP, with several officials contributing to various working groups and high-level meetings, including the Contact Network and Plenary sessions.

The group addressed a range of postal sector developments under the three pillars of the current ERGP Strategy: reassessing the postal sector and its regulatory framework in light of environmental sustainability and digitalisation; promoting a competitive EU postal single market in the context of growing e-commerce deliveries; and empowering end users while ensuring a user-focused universal service.

The MCA also continued to co-chair the Consumer and Market Indicators Working Group. In 2025, MCA experts contributed as drafters on discussions covering the intersection between postal and non-postal delivery services, technological change, innovation and environmental sustainability in the postal sector, the development of core postal indicators, and the financing of Universal Service Obligations. Other MCA experts closely followed additional ERGP workstreams related to the postal regulatory framework, sustainability, and access and interoperability within the sector.

The European Commission's Postal Directive Committee (PDC)

The European Commission's Postal Directive Committee consists of representatives from EU countries and serves as a scrutiny body for the application of postal legislation and for measures aimed at improving quality of service, particularly through the establishment of quality standards for cross-border services within the EU.

The Committee met twice during 2025. Matters discussed at these meetings included the state of play in the postal sector, legislative and regulatory changes in Member States, the needs of postal services for vulnerable users, and statistical data on cross-border parcel prices.

The Universal Postal Union (UPU)

The Universal Postal Union (UPU) is a specialised agency of the United Nations responsible for coordinating and improving international postal services. It is founded on the principle of a single postal territory among its 192 member countries, ensuring the freedom of transit for postal items across borders.

During the year, the MCA continued to monitor the work of the Union, participating remotely in meetings of the Council of Administration and the Postal Operations Council. In 2025, MCA officials also attended the 28th Universal Postal Congress held in the UAE, which set the strategic direction for the 2026–2029 cycle aimed at further enhancing global postal services.

The Congress adopted the UPU Strategy (2026–2029) and the Dubai Business Plan, setting out a vision of an interconnected, inclusive and sustainable global postal network. The strategy is built around three core goals: strengthening the global postal system through rules-based multilateral cooperation; promoting innovation and partnerships to modernise services; and advancing development through regional cooperation and technical assistance. These priorities are translated into concrete actions under the Business Plan. Complementary plans on products, remuneration and quality of service were also adopted to align postal operations with evolving customer and e-commerce expectations. Additional outcomes related to progress on customs policy, greater openness to wider sector players, and strengthened measures on revenue protection, counterfeit prevention, and transport security.

The European Committee for Postal Regulation (CERP)

The European Committee for Postal Regulation (CERP) is a structure within CEPT that brings together 46 European countries to discuss postal regulation and coordinate European positions, particularly in preparation for Universal Postal Union (UPU) meetings. Throughout 2025, the MCA continued to follow the activities and discussions within CERP's working groups.

8.3 Digital Services

In its roles as Malta's Digital Services Coordinator (DSC) under the Digital Services Act (DSA) and as the EUDI Supervisory Body, as well as in relation to its other responsibilities in the field of digital services, the Authority actively participated in a number of EU meetings, including those of the DSA Committee, the Digital Services Expert Group and the EBDS. Discussions focused on the implementation and enforcement of the various Digital Services-oriented regulations and directives.

High-Level Group on Internet Governance (HLIG)

The High-Level Group on Internet Governance, led by the European Commission, plays a key role in fostering coordination across Europe and sharing knowledge on matters related to internet governance. The EU has consistently supported the vision of a unified, non-fragmented, multi-stakeholder internet, enabling both users and service providers to access content seamlessly, regardless of geographic location. To advance this vision among EU Member States, the HLIG gathers senior representatives from each country to deliberate on current internet governance issues. The MCA participates in these discussions on behalf of the Maltese Government. During 2025, the HLIG discussions focused on various matters, including DNS abuse, the new and upcoming gTLD round and tech sovereignty.

The Web Accessibility Directive Expert Group (WADEX)

The Web Accessibility Directive Expert Group (WADEX) is a European Commission expert forum established to support the effective and consistent implementation of the Web Accessibility Directive (EU) 2016/2102 on the accessibility of public sector websites and mobile applications. The group brings together accessibility specialists, policy experts, and monitoring authority representatives from all Member States to foster collaboration and strengthen a harmonised approach to digital accessibility across the EU.

WADEX serves as an important platform for the exchange of knowledge, technical expertise, and best practices related to accessibility monitoring, reporting, compliance methodologies, and user-centred universal digital design. It also facilitates discussions on common challenges faced by Member States, and helps ensure that participants remain informed about legislative, technical, and policy developments in the field of digital accessibility. In addition, the group supports the European Commission by providing feedback and recommendations aimed at improving the practical implementation and overall effectiveness of the Directive.

During 2025, the MCA continued to participate actively in WADEX activities, contributing to scheduled meetings, collaborative discussions, and knowledge-sharing initiatives focused on key developments and ongoing priorities in the field of digital accessibility.

8.4 Trust Services & Security

In line with its evolving remit, the MCA continues to monitor developments at European level relating to the eIDAS Regulation, trust services and broader cybersecurity policy.

In 2025, the MCA followed meetings of the eIDAS Committee, the European Digital Identity Cooperation Group and relevant groups within the European Union Agency for Cybersecurity (ENISA).

These areas are increasingly interconnected with digital communications regulation and remain important in shaping secure, trusted and interoperable digital services across the EU.

> WADEX serves as an important platform for the exchange of knowledge, technical expertise, and best practices related to accessibility monitoring, reporting, compliance methodologies, and user-centred universal digital design.

09

Operational Performance & Engagement



09 Operational Performance & Engagement

9.1 Human Resources

Recruitment

The MCA's continued effectiveness as a regulator depends significantly on the skills and expertise of its people. During 2025, the Authority welcomed three new employees, further reinforcing its capacity to meet an increasingly broad and complex regulatory mandate.

Attracting the right talent remains a strategic priority for the MCA. As the scope of the Authority's responsibilities continues to expand across electronic communications, postal services, and digital regulation, so too does the need for individuals who bring diverse skills, fresh perspectives, and a genuine commitment to public service. The MCA seeks to build a workforce that is not only technically competent but also adaptable, able to navigate evolving legal frameworks and emerging technologies with confidence.

Investing in people is, in many respects, an investment in the organisation's ability to deliver on its mandate. New employees bring opportunities to strengthen institutional knowledge, introduce new ways of thinking, and support the Authority's long-term goals. The MCA remains committed to fostering a workplace culture that values professionalism, integrity, and continuous growth, recognising that a motivated and well-supported team is central to achieving regulatory excellence.

Team Building Activities

Recognising the importance of a cohesive and engaged workforce, the MCA hosted a team-building activity in May 2025, bringing together employees from across the organisation in an environment distinct from their everyday responsibilities.

Initiatives of this kind offer a valuable opportunity for staff to connect on a more personal level, away from the structures and pressures of daily tasks. Stepping outside the usual workplace dynamic allows colleagues to build trust, improve communication, and develop a stronger sense of camaraderie, qualities that translate directly into more effective collaboration back in the office.

The MCA views team building not as a one-off event but as part of a broader, ongoing commitment to organisational wellbeing. A workplace where employees feel connected to one another and

The winning team of the 2025 team building



invested in a shared purpose is one that is better equipped to respond to challenges, adapt to change, and maintain the high standards expected of the Authority. Activities of this nature complement the MCA's wider human resources strategy, reinforcing a culture of unity, motivation, and mutual support across the organisation.

9.2 Information & Communications Technology

Throughout 2025, the MCA's information systems continued to underpin the effective delivery of its work programme. Building on the consolidation and optimisation work carried out in previous years, the Authority continued to improve the efficiency of its existing digital infrastructure.

The MCA continued to strengthen the reliability of its core platforms and to reinforce security across its digital environment. These enhancements contribute to a more secure and robust operating environment, capable of supporting the Authority's evolving regulatory responsibilities.

By prioritising the optimisation of its existing systems and reinforcing its digital infrastructure, the MCA reaffirmed its commitment to operational excellence, cost-effectiveness, and cybersecurity. These efforts helped ensure the continued reliability and performance of the Authority's information systems, equipping staff with the modern tools needed to carry out their roles effectively in support of the MCA's strategic objectives.

9.3 Governance & Performance Planning

Sound governance underpins the MCA's regulatory and operational activities. Financial independence is an important element of the Authority's ability to carry out its regulatory functions and pursue its statutory objectives free from undue influence.

This independence is matched by a robust framework of financial oversight, giving the Board and management clear visibility over income and expenditure. By holding itself to high standards of transparent and consistent financial reporting, the MCA safeguards both its own operational continuity and the public's trust in how it manages its resources.

Governance at the MCA also extends into how the organisation plans and measures its own performance. Priorities are set deliberately, progress is tracked against them, and course corrections are made

where needed, through a structured cycle of strategic and operational planning. This discipline is not confined to the institutional level: performance management runs through the organisation, linking individual roles to the Authority's wider objectives and reinforcing a culture of accountability at every level.

9.4 Public Outreach & Engagement

In 2025, the MCA continued to prioritise meaningful engagement with a diverse range of audiences through targeted outreach initiatives. Whether through participation in national expos, collaboration with other public entities, or direct interaction with students, the Authority remained focused on raising awareness of its role, promoting understanding of key regulatory topics, and fostering informed dialogue with the public. These efforts reflect the MCA's ongoing commitment to transparency, accessibility, and stakeholder collaboration.

Meeting Future Talent: KSU Careers Expo

Between 10 and 13 March 2025, the MCA took part in the Careers Expo organised by the University Student Council (KSU) at the University of Malta. Through its stand, the Authority connected directly with students, discussing the breadth of the MCA's regulatory work, from overseeing the electronic communications, postal and digital services sectors to collaborating with international organisations. The event also gave students the opportunity to explore potential career paths within the Authority, reinforcing the MCA's ongoing efforts to position itself as an attractive employer for the next generation of professionals.

KSU Careers Expo





Building a Better Online World: Public Service EXPO 2025

As part of Public Service EXPO 2025, the MCA hosted a panel discussion titled "Building a Better Online World: Platforms, Society & Policy in Action" on 25 May. The session formed part of the Authority's ongoing efforts to raise awareness of the DSA and its implications for internet users in Malta, with particular attention to social media, online marketplaces, and the protection of minors. Bringing together representatives from other entities to provide a broader perspective on the subject, the panel addressed common misconceptions around the DSA, explained the increased accountability now expected of online platforms, and highlighted the role citizens can play in helping build a safer and more responsible digital environment.

Public Service EXPO



Tackling Online Scams: Directorate for Lifelong Learning Open Day

In May 2025, the MCA participated in an Open Day organised by the Directorate for Lifelong Learning. Two MCA representatives delivered an interactive session titled "Combating ECS-Based Scams and Illegal Content Online", exploring the evolving nature of scams and illegal online content and offering participants practical guidance on how to identify and respond to such threats. The session generated strong engagement, with attendees actively participating and posing insightful questions throughout.

Meeting the Next Generation: Freshers' Week 2025

In September and October 2025, the MCA took part in Freshers' Week events at both the University of Malta and Malta College of Arts, Science & Technology (MCAST) in Paola. On these occasions, the Authority shared its stand with the Malta Digital Innovation Authority (MDIA), reflecting the ongoing collaboration between the two entities. Students visiting the stand had the opportunity to learn more about the MCA's role and its day-to-day work in support of Malta's communications sector and were invited to take part in a quiz competition, with winning students receiving a digital notebook to support them in their studies.

KSU Freshers' Week



MCAST Freshers' Week





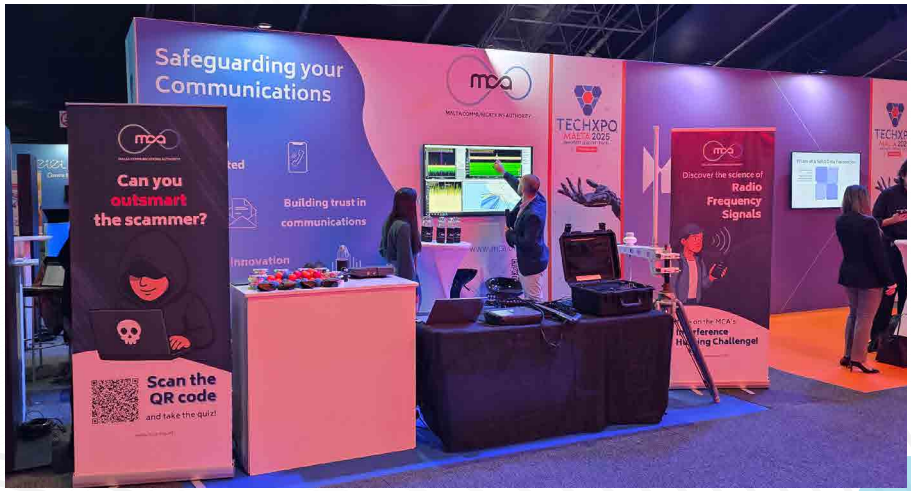
Games, Gadgets and Good Advice: TechXpo 2025

The MCA once again participated in TechXpo, the national technology expo organised by the Ministry for the Economy, Enterprise and Strategic Projects, which was held under the theme "Connecting Innovation, Shaping Tomorrow". The event brought together industry leaders, government entities, and technology professionals to explore emerging developments in artificial intelligence, digital transformation, and local tech innovation. At its stand, the MCA engaged attendees through interactive activities, including a scam-awareness quiz accessible via mobile phone and a "scavenger hunt" challenge in which participants used equipment from the Authority's own Spectrum Management & Technology team to track down sources of radio interference. The MCA's presence at the event was further complemented by a series of presentations delivered by MCA employees on scam awareness, safe online buying and selling, and the evolving digital economy.



TechXpo





10

Legislation & Litigation



10 Legislation & Litigation

10.1 Legislation

The following is a list of laws enacted or made during 2025.

Primary Legislation

Acts of Parliament enacted in 2025

Act No. XVII of 2025 entitled **'An Act to amend the Postal Services Act'.**

This Act amended the Postal Services Act on two counts, namely:

(i) to provide a more flexible tool in regulating the provision of universal services in the postal sector whereby any variation to the provision of such services can be made by the Minister responsible for postal services after consultation with the MCA; and

(ii) to regulate the retrieval of postal articles, whereby such matters may be dealt with directly by the postal services operator concerned.

Subsidiary Legislation

Legal Notices made in 2025

- L.N. 194 of 2025 entitled 'Commencement Notice'
  As per this Legal Notice, the Minister responsible for postal services established 1 September 2025 as the date when all the provisions of Act No. XVII of 2025, - 'An Act to amend the Postal Services Act', came into force.
- L.N. 222 of 2025 entitled 'Fair Access to and Use of Data Regulations, 2025'.
  These regulations implement the requirements of Regulation (EU) 2023/2854 of the European Parliament and of the Council of 13 December 2023 on harmonised rules on fair access to and use of data and amending Regulation (EU) 2017/2394 and Directive (EU) 2020/1828 (Data Act). The effective enforcement of this Regulation is divided between the Malta Digital Innovation Authority (MDIA) and the MCA, with the MCA being responsible for ensuring compliance with Articles 23, 24, 25, 26, 27, 28, 29, 30, 31, 34 and 35 of the EU Data Act. Appeals from decisions taken by the MCA in this regard may be presented before the Administrative Review Tribunal in accordance with the provisions of the Administrative Justice Act (Chapter 490 of the Laws of Malta).
- L.N. 224 of 2025 entitled the 'Malta Communications Authority Act (Amendment of Second Schedule) Order, 2025'.
  This Legal Notice amends the list of EU laws which are enforced by the MCA by adding a new point (vii), listing Articles 23, 24, 25, 26, 27, 28, 29, 30, 31, 34 and 35 of Regulation (EU) 2023/2854 of the

European Parliament and of the Council of 13 December 2023 on harmonised rules on fair access to and use of data amending Regulation (EU) 2017/2394 and Directive (EU) 2020/1828 (Data Act).

10.2 Litigation

Appeals before the Administrative Review Tribunal (ART)

During 2025, no new cases were filed before the ART. Three appeals were pending before the ART at the beginning of 2025, all of which were decided in 2025, namely:

- Contestation by Vodafone (Malta) Ltd (now Epic Communications Ltd) of a regulatory decision (issued in February 2016) on virtual unbundled access to fibre-to-the-home ("VULA"). This appeal was decided by the Tribunal as per a definitive judgment dated 6 February 2025, whereby the Tribunal rejected Epic's appeal with costs against Epic.
- Contestation by MaltaPost plc (MaltaPost) of a regulatory decision by the MCA dated 3 August 2020 whereby MaltaPost were required to pay the sum of €10,159 under the collective compensation scheme for having failed to comply with the quality-of-service measurement targets for 2019. This appeal was decided by the ART on 1 December 2025, whereby the Tribunal rejected all of MaltaPost's claims with costs against MaltaPost. MaltaPost appealed this decision before the Court of Appeal (Inferior).
- Contestation by GO plc ("GO") of MCA's notification of a re-assessment of the wholesale fixed access market(s) in Malta published by the MCA on 30 July 2024. This appeal was decided as per a definitive judgement dated 25 March 2025 whereby the Tribunal rejected GO's claims with costs against GO.

Litigation before the Court of Magistrates (Malta)

Proceedings against HandsOn Systems Limited were taken under article 49 of the Malta Communications Authority Act for the payment of outstanding general authorisation dues covering the period between 22 May 2025 up to 30 September 2025. These proceedings were not contested by HandsOn Systems Limited within the prescribed timeframes established at law.

Litigation before the First Hall of the Civil Court

In 2025, there was no pending litigation before the First Hall.

Litigation before the Court of Appeal

- ***Court of Appeal (Inferior)*** - In 2025, there was one pending litigation case before the Court of Appeal (Inferior).
- ***Court of Appeal (Superior)*** - In 2025, there was no pending litigation before the Court of Appeal (Superior).

Inter-operator Disputes or Complaints

In 2025, there were no pending or new inter-operator disputes or complaints.

Due diligence procedures undertaken by the MCA

In December 2024, the MCA initiated a due diligence process following the communication by Melita Limited (Melita) seeking the MCA's approval in connection with the change of Melita's ultimate beneficial ownership and control whereby Melita advised the MCA that EQT Infrastructure IV fund had agreed to sell Melita to Goldman Sachs Alternatives' Infrastructure. The due diligence process was concluded on 28 April 2025, when a letter of no objection by the MCA was issued to Melita.

11

Consultations & Decisions



11 Consultations & Decisions

11.1 Consultations

The market for the provision of wholesale fixed access in Malta – consultation on findings and proposals

A consultation presenting the findings of the MCA's assessment of the wholesale fixed broadband access market and the proposed regulatory approach.

https://www.mca.org.mt/consultation-market-provision-of-wholesale-fixed-access-Malta-2025

Quality of Service (QoS) Parameters to be Measured by Providers of Internet Access Services (IAS) and Publicly Available Interpersonal Communications Services (PA-ICS)

A consultation proposing the QoS parameters that providers of internet access and interpersonal communications services would be required to measure and report, with the aim of enhancing transparency and enabling more meaningful comparisons of service quality for end users.

https://www.mca.org.mt/consultation-qos-parameters-telecom-providers-2025

Consultation and Proposed Decision on the review of GO plc's application for funding relating to the provision of universal service obligations on electronic communications services during 2020

A consultation on the review of GO plc's application for compensation for the net costs it claimed to have incurred in providing universal service obligations in the electronic communications sector during 2020, covering public payphones, social tariffs and a comprehensive electronic directory.

https://www.mca.org.mt/consultations-decisions/consultation-and-proposed-decision-review-go-plcs-application-funding-2020

Consultation and Proposed Decision on the Source of Funding for the net cost incurred in providing universal service obligations during 2020

A consultation proposing the source of funding for GO plc's net cost claim relating to the provision of universal service obligations in the electronic communications sector during 2020. The consultation recommended that the full net cost be financed from public funds, in accordance with the Government's decision.

https://www.mca.org.mt/consultations-decisions/source-funding-net-cost-incurred-providing-universal-service-obligations-2020

11.2 Decisions

Decision Notice on the review of GO plc's application for funding of the net cost claimed to have been incurred to provide universal service obligations during 2020

A decision concluding that GO plc's reviewed claim for the net cost incurred in providing universal service obligations during 2020 was justified. The claim related to the provision of public payphones, social tariffs and a comprehensive electronic directory.

https://www.mca.org.mt/decision-review-go-uso-2020

Decision on the Source of Funding for the net cost incurred in providing universal service obligations during 2020

A decision confirming that GO plc's net cost arising from its provision of universal service obligations during 2020, covering public payphones, social tariffs, comprehensive electronic directory and net of the brand-enhancement benefit, would be financed entirely from public funds.

https://www.mca.org.mt/decision-source-funding-net-cost-incurred-providing-universal-service-obligations-2020

Response to Consultation and Decision Notice: Updating the spectrum management frameworks for the 900 MHz, 1800 MHz and 2.5 GHz bands

A decision updating the spectrum management frameworks for the 900 MHz, 1800 MHz and 2.5 GHz bands, following stakeholder feedback received during consultation.

https://www.mca.org.mt/decision-updating-spectrum-management-frameworks-900-mhz-1800-mhz-and-25-ghz-bands



12

Financial Statements



12 Financial Statements



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Malta Communications Authority

General Information

For the Year Ended 31 December 2025

The Malta Communications Authority ("the Authority"), was established by virtue of the Malta Communications Authority Act, Cap. 418 of the Laws of Malta.

Members of the Authority

Ing. Jonathan Scerri (Chairperson)
Ms. Kristy Debono (Deputy Chairperson)
Mr. Mario Rodgers
Dr. Nathaniel Falzon
Mr. Paul Debono
Mr. Victor Carachi
Mr. Brian Scicluna

Head office

Malta Communications Authority
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Bankers

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Merchant Street
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APS Bank Ltd.
APS Centre
Tower Street
Birkirkara BKR 4012
Malta

Auditor

PKF Malta Limited
15, Level 3,
Mannarino Road,
Birkirkara BKR 9080
Malta

Malta Communications Authority

Report of the Members of the Authority

For the Year Ended 31 December 2025

The Members of the Authority submit their annual report together with the audited financial statements for the year ended 31 December 2025.

Principal Activity

The Malta Communications Authority was established by virtue of the Malta Communications Authority Act, Cap. 418 of the Laws of Malta for the purposes of carrying out the functions defined in the said Act. By virtue of Legal Notice 280 of 2000 the Minister for Transport and Communications nominated the Malta Communications Authority to be the Competent Authority to regulate communications services in Malta with effect from 1 January 2001.

Furthermore, by virtue of Legal Notice 835 of 2004, the Minister for Competitiveness and Communications nominated the Malta Communications Authority to fulfil the functions for the management of authorisations in respect of apparatus of which a frequency assignment is required, or used by merchant ships or other seagoing vessels, with effect from 30 July 2004. The Malta Communications Authority was nominated as the competent entity under the E-Commerce Act as from 10 May 2002 as per L.N. 110 of 2002.

The Malta Communications Authority became responsible for the Postal Services Act, Cap. 259 of the Laws of Malta as from 1 June 2003 as per L.N. 129 of 2003.

Results

By virtue of the Electronic Communications (Regulation) Act, Cap. 399 of the Laws of Malta, authorised undertakings shall pay the Authority administrative charges to cover the costs of Regulating Electronic Communications incurred by the Authority and fees for rights of use of scarce resources.

The total net operating income generated by the Authority during the year amounted to €13,547,962 (2024: €12,950,892) out of which licensing and usage fees for scarce resources, amounting to €8,624,901 (2024: €8,361,324) were transferred to the Government of Malta. After meeting all expenditure of €4,923,536 (2024: €4,583,948) the Authority closed off the year with a surplus, net of taxation, of €1,152 (2024: €9,752).

Expenditure incurred by the Authority not in connection with electronic communications, amounting to €1,413,055 (2024: €1,363,215) has been deducted from usage fees for scarce resources forwarded to the Government of Malta.

Comprehensive Annual Report

A separate Comprehensive Annual Report, providing detailed activity information will be presented by the Members in accordance with Article 24(2) of the Malta Communications Authority Act Cap. 418 of the Laws of Malta. The Independent Auditor's Report contained in these Financial Statements does not extend to cover the additional information provided in the Comprehensive Annual Report.

Financial risk management

The Authority is exposed to limited financial risks as disclosed in Note 2 to the Financial Statements.

Post Balance Sheet Events

No significant events have occurred after the balance sheet date which require mention in this report.

Malta Communications Authority

Report of the Members of the Authority (continued)

For the Year Ended 31 December 2025

Future Developments

The Authority is not envisaging any changes in operating activities for the forthcoming year.

Members of the Authority

The Members of the Authority who served during the year under review were as noted on page 1.

In accordance with Part II, Section 3 of the Malta Communications Authority Act, Cap. 418 of the Laws of Malta, the Chairman and the other Members of the Authority are appointed by the Minister responsible for communications. The Members of the Authority are appointed by the Ministry for a maximum period of three years but may be re-appointed on the expiration of their term of office.

Auditor

PKF Malta Limited, Registered Auditors, have expressed their willingness to continue in office and a resolution for their reappointment will be proposed at the board members' meeting.

Approved on behalf of the Members of the Authority on 13 April 2026 and signed on its behalf by:

Ing. Jonathan Scerri
Chairperson

Mr. Jesmond Bugeja
Chief Executive Officer

Malta Communications Authority

Statement by Board Members

For the year ended 31 December 2025

Section 21 of the Malta Communications Authority Act, Cap. 418 of the Laws of Malta requires the Authority to keep proper books of accounts and other records in respect of its operations and to prepare a statement of accounts in respect of each financial year. In preparing these financial statements, the Members are required to:

- select and apply appropriate accounting policies;
- make judgements and estimates that are reasonable and prudent;
- account for income and charges relating to the accounting year on the accruals basis;
- value separately the components of asset and liability items on a prudent basis; and
- prepare the annual financial statements on a going concern basis unless it is inappropriate to presume that the Authority will continue in operation.

The Board Members of the Authority are also responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the Authority and to enable them to ensure that the financial statements comply with the Malta Communications Authority Act, Cap. 418 of the Laws of Malta. They are also responsible for safeguarding the assets of the Authority and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

The financial statements of the Authority for the year ended 31 December 2025 are included in the Annual Report 2025 which is published on the Authority's website - www.mca.org.mt. The board members are responsible for the maintenance and integrity of the Annual Report on the website in view of their responsibility for the controls over, and security of, the website. Access to information published on the Authority's website is available in other countries and jurisdictions, where legislation governing the preparation and dissemination of financial statements may differ from requirements or practice in Malta.

The Board Members are also responsible for ensuring that an appropriate system of internal control is in operation to provide them with reasonable assurance with regard to reliability of financial reporting, effectiveness and efficiency of operations and compliance with applicable laws and regulations.

After reviewing the Authority's results and plans for the coming financial year, the Board Members are satisfied that at the time of approving these financial statements, the information provided in this report is a true reflection of the position of the Malta Communications Authority.

Signed on behalf of the Members of the Authority on 13 April 2026 by:

Ing. Jonathan Scerri
Chairperson

Mr. Jesmond Bugeja
Chief Executive Officer

Independent Auditor's Report

To the Board Members of Malta Communications Authority

Report on the Audit of the Financial Statements

Opinion

We have audited the accompanying financial statements of Malta Communications Authority set out on pages 8 to 23 to which comprise the balance sheet as at 31 December 2025, the income statement, statement of changes in equity and statement of cash flows for the year then ended, and notes to the financial statements, including a summary of significant accounting policies.

In our opinion, the accompanying financial statements give a true and fair view of the balance sheet of the Authority as at 31 December 2025, and of its financial performance for the year then ended in accordance with the Accountancy Profession (General Accounting Principles for Small and Medium-sized Entities) Regulations, 2015 and the Schedule accompanying and forming an integral part of those Regulations (GAPSME) and have been properly prepared in accordance with the requirements of the Malta Communications Authority Act, Cap. 418 of the Laws of Malta.

Basis for Opinion

We conducted our audit in accordance with International Standards on Auditing (ISAs). Our responsibilities under those standards are further described in the Auditor's Responsibilities for the Audit of the Financial Statements section of our report. We are independent of the Authority in accordance with the International Ethics Standards Board for Accountants' Code of Ethics for Professional Accountants (IESBA Code) together with the ethical requirements that are relevant to our audit of the financial statements in accordance with the Accountancy Profession (Code of Ethics for Warrant Holders) Directive issued in terms of the Accountancy Profession Act (Cap. 281) in Malta, and we have fulfilled our other ethical responsibilities in accordance with these requirements and the IESBA Code. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Other Information

The Board Members are responsible for the other information. The other information comprises the Report of the Board Members included on pages 2 and 3. Our opinion on the financial statements does not cover the other information included on pages 2 and 3 of these financial statements and we do not express any form of assurance conclusion thereon. In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit, or otherwise appears to be materially misstated.

With respect to the Report of the Board Members, we also considered whether the report includes the disclosures required by the Malta Communications Authority Act (Cap. 418) of the Laws of Malta.

Based on the work we have performed, in our opinion:

- the information given in the Report of the Board Members for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the Report of the Board Members has been prepared in accordance with the Malta Communications Authority Act Cap.418 of the Laws of Malta.

In addition, in light of the knowledge and understanding of the Authority and its environment obtained in the course of the audit, we are required to report if we have identified material misstatements in the Report of the Board Members and other information. We have nothing to report in this regard.

PKF Malta

PKF Malta Limited

Independent Auditor's Report (continued)

To the Board Members of Malta Communications Authority

Report on the Audit of the Financial Statements

Responsibilities of the Board Members for the financial statements

The Board Members are responsible for the preparation of the financial statements that give a true and fair view in accordance with GAPSME and the requirements of the Malta Communications Authority Act, and for such internal control as the members determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the members are responsible for assessing the Authority's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless it is the intention to liquidate the Authority or to cease operations, or have no realistic alternative but to do so.

Auditor's Responsibilities for the Audit of the Financial Statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

As part of an audit in accordance with ISAs, we exercise professional judgment and maintain professional scepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Authority's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the Board Members.
- Conclude on the appropriateness of the Board Members' use of the going concern basis of accounting and based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Authority's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditors' report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However future events or conditions may cause the Authority to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

PKF Malta

PKF Malta Limited

Independent Auditor's Report (continued)

To the Board Members of Malta Communications Authority

Report on the Audit of the Financial Statements

We communicate with the Board Members regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

We also provide those charged with governance with a statement that we have complied with relevant ethical requirements regarding independence, and to communicate with them all relationships and other matters that may reasonably be thought to bear on our independence, and where applicable, related safeguards.

The principal in charge of the audit resulting in the independent auditor's report is Mr. George Mangion for and on behalf of

PKF Malta Limited
Registered Auditors
15, Level 3, Mannarino Road
Birkirkara BKR 9080
Malta

13 April 2026

Malta Communications Authority

Income Statement

For the Year Ended 31 December 2025

	Note	2025 €	2024 €
Revenue	3.	13,547,962	12,950,892
Wages and salaries	5.	(3,118,044)	(2,910,109)
Operating and administrative expenses	6.	(1,442,471)	(1,293,925)
Depreciation	9.	(363,021)	(379,914)
Operating surplus		8,624,426	8,366,944
Finance income/ expense	4.	3,168	4,397
Loss on disposal of assets		(1,523)	(226)
		8,626,071	8,371,115
Transfers to Government	7.	(8,624,901)	(8,361,324)
Surplus before taxation		1,170	9,791
Taxation	8.	(18)	(39)
Surplus for the year		1,152	9,752

The notes on pages 12 to 23 form an integral part of these financial statements.

Malta Communications Authority

Balance Sheet

As At 31 December 2025

	Note	2025 €	2024 €
ASSETS			
Non-current assets			
Property, plant and equipment	9.	697,550	805,282
Current assets			
Trade and other receivables	10.	3,864,592	2,478,093
Cash and cash equivalents	12.	860,138	2,235,105
Total current assets		4,724,730	4,713,198
TOTAL ASSETS		5,422,280	5,518,480
EQUITY AND LIABILITIES			
Equity			
Retained earnings	11.	960,087	958,934
Liabilities			
Current liabilities			
Trade and other payables	13.	4,462,193	4,559,546
Total current liabilities		4,462,193	4,559,546
TOTAL EQUITY AND LIABILITIES		5,422,280	5,518,480

The notes on pages 12 to 23 form an integral part of these financial statements.

The financial statements set out on pages 8 to 23 were approved and authorised for issue by the Board of the Malta Communications Authority on 13 April 2026 and signed on its behalf by:

Ing. Jonathan Scerri
Chairperson

Mr. Desmond Bugeja
Chief Executive Officer

Malta Communications Authority

Statement of Changes in Equity

For the Year Ended 31 December 2025

2024

	Retained earnings €
Balance as at 01 January 2024	949,183
Surplus for the year	9,752
Balance as at 31 December 2024	958,935

2025

	Retained earnings €
Balance as at 01 January 2025	958,935
Surplus for the year	1,152
Balance as at 31 December 2025	960,087

The notes on pages 12 to 23 form an integral part of these financial statements.

Malta Communications Authority

Statement of Cash Flows

For the Year Ended 31 December 2025

	Note	2025 €	2024 €
Cash from operating activities:			
Surplus for the year		1,152	9,752
Depreciation of property, plant and equipment	9.	363,021	379,914
Loss on disposal of property, plant and equipment	9.	1,523	226
Bad debts written off		-	1,821
Transfers to Government		10,037,956	9,724,378
Finance income/ expense	4.	(3,168)	(4,397)
		10,400,484	10,111,694
Movement in receivables	10.	(1,751,865)	1,222,244
Movement in payables	13.	(97,353)	(195,280)
Interest received/ paid	4.	3,168	4,397
Income tax paid	8.	(18)	(39)
Net cash flows from operating activities		8,554,416	11,143,016
Cash flows from investing activities:			
Purchase of property, plant and equipment	9.	(256,812)	(174,112)
Net cash flows used in investing activities		(256,812)	(174,112)
Cash flows from financing activities:			
Funds paid to Government		(9,672,571)	(9,844,277)
Net cash flows used in financing activities		(9,672,571)	(9,844,277)
Net cash (used in)/from in cash and cash equivalents		(1,374,967)	1,124,627
Cash and cash equivalents at beginning of year		2,235,105	1,110,478
Cash and cash equivalents at end of year	12.	860,138	2,235,105

The notes on pages 12 to 23 form an integral part of these financial statements.

Malta Communications Authority

Notes to the Financial Statements

For the Year Ended 31 December 2025

General Notes

The Malta Communications Authority ("the Authority") was established on 1 January 2001 by virtue of the Malta Communicaions Authority Act, Cap. 418 of the Laws of Malta. The Authority is a body corporate having a distinct legal personality with its legal representation jointly vested in the Chairman and the Director General.

The purpose of the Authority is to ensure freedom of communication and that communication shall not be limited except when this is necessary for any of the reasons set out in Section 4 (1)(a) of the Malta Communications Authority Act, Cap. 418 of the Laws of Malta, and to ensure non-discrimination and equality of treatment in matters related to communications. It shall in particular be the duty of the Authority to exercise such regulatory function in the field of communications under the provisions of the Electronic Communications (Regulation) Act, Cap. 399 of the Laws of Malta and as may from time to time be assigned to the Authority by or under an Act of Parliament. The Authority shall also carry out various other related functions and duties as set out in Section 4 (3) of the Act.

1. Basis of preparation

a. Basis of measurement and statement of compliance

The financial statements of the Malta Communications Authority ("the Authority") have been prepared in accordance with the Accountancy Profession (General Accounting Principles for Small and Medium-Sized Entities) Regulations, 2015 and the Schedule accompanying and forming an integral part of those Regulations ("GAPSME") and comply with the provisions of the Malta Communications Authority Act, Cap.418 of the Laws of Malta. The financial statements have been prepared on the historical cost basis.

b. Functional and presentation currency

The financial statements are presented in euro (€), which is the Authority's functional and presentation currency. Transactions denominated in foreign currencies are translated into euro at the exchange rates prevailing at the dates of the transactions. Monetary assets and liabilities denominated in foreign currencies are translated at the exchange rate ruling at the reporting date.

c. Use of estimated and assumptions

The preparation of financial statements in conformity with GAPSME requires management to make judgments, estimates and assumptions that affect the application of accounting policies and the reported amounts of assets, liabilities, income and expenses. Actual results may differ from these estimates.

Estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimates are revised and in any future periods affected .

d. Going concern

These financial statements have been prepared on a going concern basis, which assumes that the Authority will continue in operational existence for the foreseeable future. The validity of this assumption depends on the Authority's ability to manage its expenditure levels such that expenditure for the year ending 31 December 2026 is fully funded, and on its continued capacity to generate sufficient revenues from licence fees and charges collected from operators to finance future financial years beyond 2026. The members are satisfied that the Authority has adequate resources to continue its activities and meet its obligations as they fall due.

2. Significant accounting policies

a. Revenue recognition

Revenue is recognised when it is probable that economic benefits will flow to the Authority and the amount can be measured reliably. Revenue is accounted for on an accrual basis and presented in the Income Statement. The main sources of revenue are:

Administrative Charges represent amounts receivable from operators to recover costs incurred in regulatory compliance. Revenue is recognised over the year in which the related services are provided.

Usage Fees for Scarce Resources are fees for rights of use of spectrum and numbering resources are recognised over the period during which the resources are utilised.

Income from rights of way and postal licences is recognised when the related authorisation is granted and allocated over the applicable period.

Fixed fees for applications and other services are recognised upon receipt, as these relate to discrete regulatory activities.

Revenue is disclosed by nature in line with GAPSME and best practice.

Deferred Income

Deferred income includes the unexpired portion of annual fees billed in advance and any surplus of administrative charges paid by authorised undertakings over the Authority's administrative expenses. In accordance with the Electronic Communications (Regulation) Act and related directives, the Authority is required to repay or otherwise compensate such surpluses to operators. Deferred income is recognised as a liability until the related services are provided or until such surplus is refunded or offset.

Cost Recovery Framework

Under its legislative framework, MCA is legally required to recover its costs from the sectors it regulates, covering both direct regulatory costs and an appropriate allocation of common costs. This ensures compliance with statutory provisions and agreements with the Ministry responsible for finance regarding transfers to central government. This regulatory cost-recovery mechanism ensures the Authority's ability to fund its operations in accordance with the Malta Communications Authority Act and the Electronic Communications (Regulation) Act.

b. Property, plant and equipment

i. Recognition and measurement

The cost of an item of property, plant and equipment is recognised as an asset when it is probable that future economic benefits associated with the asset will flow to the Authority and the cost can be measured reliably. Property, plant and equipment are initially measured at cost, comprising the purchase price, any costs directly attributable to bringing the asset to a working condition for its intended use, and the initial estimate of the costs of dismantling and removing the item and restoring the site on which it is located.

Subsequent expenditure is capitalised as part of the cost of property, plant and equipment only if it enhances the economic benefits of an asset beyond the previously assessed standard of performance, or it replaces or restores a component that has been separately depreciated over its useful life. Repairs and maintenance are charged to the Income Statement in the period in which they are incurred.

After initial recognition, property, plant and equipment are carried at cost less any accumulated depreciation and any accumulated impairment losses. Depreciation is calculated on a straight-line basis over the estimated useful lives of the assets.

Malta Communications Authority

Notes to the Financial Statements (continued)

For the Year Ended 31 December 2025

2. Significant accounting policies (continued)

b. Property, plant and equipment (continued)

ii. Depreciation

Depreciation is calculated to write down the carrying amount of the asset on a systematic basis over its expected useful life. Depreciation of an asset begins when it is available for use and ceases at the earlier of the date that the asset is classified as held for sale (or included in a disposal group that is classified as held for sale) or the date that the asset is derecognised. The depreciation charge for each period is recognised in the Income Statement.

The rates of depreciation used for items of property, plant and equipment are the following:

Building improvements	20%
Fixture, fitting and equipment	10%-20%
Motor vehicles	20%
IT equipment	16.67%-33.33%

Depreciation method, useful life and residual value

The depreciation method applied, the residual value and the useful life are reviewed periodically to ensure that the method and period of depreciation are consistent with the expected pattern of economic benefits from items of tangible assets and when necessary, revised with the effect of any changes in estimate being accounted for prospectively.

Derecognition of property, plant and equipment

Property, plant and equipment are derecognised on disposal or when no future economic benefits are expected from their use or disposal. Gains and losses arising from derecognition represent the difference between the net proceeds (if any) and the carrying amount and are included in the income and expenditure account in the period of derecognition.

c. Impairment of assets

The carrying amounts of the Authority's property, plant and equipment are reviewed at each balance sheet date to determine whether there is any indication of impairment. If any such indication exists, the recoverable amount of the asset is estimated. The recoverable amount is the higher of its fair value less costs to sell and its value in use.

Whenever the carrying amount of an asset exceeds its recoverable amount, an impairment loss is recognised and the carrying amount of the asset is reduced to its recoverable amount. Impairment losses are recognised immediately in the income and expenditure account, unless they relate to an asset carried at a revalued amount, in which case they are treated as a revaluation decrease to the extent that the impairment loss does not exceed the amount in the revaluation surplus for that asset.

At each balance sheet date, the Authority also assesses whether any indication exists that an impairment loss recognised in prior periods may no longer exist or may have decreased. If such indication exists, the asset's recoverable amount is estimated. An impairment loss previously recognised is reversed only if there has been a change in the estimates used to determine the recoverable amount since the last impairment loss was recognised. The carrying amount after reversal cannot exceed the amount that would have been determined had no impairment loss been recognised in prior years. Reversals are recognised immediately in the income and expenditure account, unless they relate to an asset carried at a revalued amount, in which case they are treated as a revaluation increase unless an impairment loss on the same asset was previously recognised in the income and expenditure account. Following such reversal, the depreciation charge is adjusted prospectively to allocate the asset's revised carrying amount, less any residual value, over its remaining useful life.

2. Significant accounting policies (continued)

d. Trade and other receivables

Trade and other receivables are stated at their nominal value unless the effect of discounting is material in which case trade and other receivables are measured at amortised cost using the effective interest method. Appropriate allowances for estimated irrecoverable amounts are recognised in profit or loss when there is objective evidence of impairment.

e. Financial instruments

A financial asset or a financial liability is recognised on the Authority's balance sheet when the Authority becomes a party to the contractual provisions of the instrument. Financial assets and financial liabilities are initially recognised at their fair value plus, in the case of financial assets and financial liabilities not classified as held for trading and subsequently measured at fair value, transaction costs attributable to the acquisition or issue of the financial assets and financial liabilities.

Financial assets and financial liabilities are derecognised if and to the extent that it is no longer probable that any future economic benefits associated with the item will flow to or from the Authority.

An equity instrument is any contract that evidences a residual interest in the assets of the Authority after deducting all of its liabilities. Equity instruments are recorded at the proceeds received, net of direct issue costs. A financial instrument, or its component parts, is classified as a financial liability, financial asset or an equity instrument in accordance with the substance of the contractual arrangement rather than its legal form.

f. Cash and cash equivalents

Cash comprises cash on hand and demand deposits. Cash equivalents are short-term investments that are held to meet short-term cash commitments rather than for investment or other purposes. Bank overdrafts, which are repayable on demand and form an integral part of the Company's cash management, are a component of cash and cash equivalents for the purpose of the cash flow statement and are presented in current liabilities in the balance sheet.

g. Trade and other payables

Trade and other payables are stated at their nominal value unless the effect of discounting is material, in which case trade and other payables are measured at amortised cost using the effective interest method.

h. Bank borrowings

Subsequent to initial recognition, interest bearing loans are measured at the amortised cost using the effective interest method. Bank loans are carried at their face value due to their market rate of interest.

Subsequent to initial recognition, interest bearing bank overdrafts are carried at their face value due to their short term maturities

Malta Communications Authority

Notes to the Financial Statements (continued)

For the Year Ended 31 December 2025

2. Significant accounting policies (continued)

i. Taxation

Income tax expense comprises current and deferred tax. Income tax expense is recognised in the income and expenditure account except to the extent that the tax arises from a transaction or event which is recognised directly in equity, in which case it is recognised in equity.

Current tax is based on the taxable profit for the year, as determined in accordance with tax laws, and measured using tax rates which have been enacted or substantively enacted by the balance sheet date.
Deferred tax is measured at the tax rates that are expected to apply to the period when the asset is realised or the liability is settled, based on tax rates and tax laws that have been enacted or substantively enacted by the balance sheet date.

Deferred tax is recognised on temporary differences arising from differences between the carrying amount of assets and liabilities in the financial statements and the corresponding tax bases used in the computation of taxable profit. The Authority recognises a deferred tax liability in respect of all taxable temporary differences and a deferred tax asset in respect of all deductible temporary differences except to the extent that such deferred tax liability arises from the initial recognition of goodwill or the deferred tax asset/liability arises from the initial recognition of an asset or liability which is not a business combination and at the time of the transaction, affects neither accounting profit nor taxable profit (loss).

Recognition of a deferred tax asset is however limited to the extent that it is probable that taxable profit will be available against which the deductible temporary difference can be utilised. The Authority re-assesses any unrecognised deferred tax asset at each balance sheet date to determine whether future taxable profit has become probable that allows the deferred tax asset to be recovered.

j. Foreign currencies

Transactions denominated in foreign currencies are converted to the functional currency at the rates of exchange ruling on the dates on which the transactions first qualify for recognition. Monetary assets and monetary liabilities denominated in foreign currencies at balance sheet date are translated at year-end closing rates of exchange. Any exchange differences arising on the settlement of monetary assets and monetary liabilities, or on translating foreign denominated monetary assets and liabilities at the balance sheet date at rates different from those at which they were previously translated, are recognised in the Income Statement.

k. Financial risk management

At the year end, the Authority's main financial assets on the balance sheet comprise trade and other receivables, and cash. At the year end, there were no off-balance sheet financial assets.

At the year end, the Authority's main financial liabilities on the balance sheet consisted of trade and other payables.

The main risks arising from the Authority's financial statements are interest rate risk, credit risk, and liquidity risk. The Authority reviews and agrees policies for managing each of these risks as summarised below.

i. Interest rate risk

Interest rate risk is the risk that the fair value of future cash flows of a financial instrument will fluctuate because of changes in market interest rates. Interest rate risk is considered to be low due to the Authority not holding assets that are susceptible to interest rate volatility (such as fixed-income securities) nor having any borrowing.

ii. Credit risk

Credit risk is the risk that a counterparty will not meet its obligations under a financial instrument leading to a financial loss.

2. Significant accounting policies (continued)

k. Financial risk management (continued)

ii. Credit risk (continued)

Financial assets which potentially subject the Authority to concentrations of credit risk consist principally of receivables and cash at bank.

The credit risk relating to the Authority's cash at bank is considered to be low since these are placed with quality financial institutions.

iii. Liquidity risk

Liquidity risk is the potential inability to meet short-term financial obligations when they fall due, without incurring unacceptable losses. The Authority's objective when managing liquidity risk is to safeguard its ability to continue as a going concern. The Authority monitors its expenditure in line with revenues collected to minimise as far as possible the threat of liquidity risk.

l. Related parties

MCA does not consider that its regulatory and licensing role creates the relationship of a related party between itself and licence holders as defined by GAPSME Regulation Section 20.

Members of the Board have not declared any interests prejudicial to their functions as a Member of MCA. There were no transactions between MCA and its Members other than remuneration as disclosed in Note 5 to the financial statements.

The Government of Malta is regarded as the controlling related party of MCA under the terms of the Malta Communications Authority Act, Cap. 418 of the Laws of Malta for the year ended 31 December 2025.

m. Government grants

Government grants are assistance by government, inter-governmental agencies and similar bodies whether local, national or international, in the form of cash or transfers of assets to the Authority in return for past or future compliance with certain conditions relating to operating activities of the Authority. Government grants are recognised when there is reasonable assurance that the Authority will comply with the conditions attaching to them and the grants will be received.

Government grants are recognised in the income statement so as to match them with the expenditure towards which they are intended to contribute. Any grants relating to future periods are recognised as deferred income.

Government grants related to assets are presented in the statement of financial position as deferred income, which is recognised as income on a systematic basis over the useful life of the asset.

n. Borrowing costs

Borrowing costs, including those costs that are directly attributable to the acquisition, construction or production of qualifying assets, are recognised as an expense in profit or loss in the period in which they are incurred.

o. Employee benefits

The Authority contributes towards the state pension in accordance with local legislation. The only obligation of the Authority is to make the required contributions. Costs are expensed in the period in which they are incurred.

3. Revenue

Revenue derived by the Authority is analysed as follows:

	2025	2024
	€	€
Administrative charges	3,216,257	2,905,675
Rights of way income and postal licensing (note i)	1,593,744	1,075,769
Usage fees for scarce resources (note i)	7,408,693	7,368,668
Application fees and other operating income (note i)	1,329,268	1,600,780
Total	13,547,962	12,950,892

i. All revenue generated from rights of way income and postal licensing, usage of fees for scarce resources and application fees, is transferred to the Government of Malta (see Note 7), except for an amount of €1,413,055 (2024: €1,363,215) retained to finance expenditure incurred by the Authority not related to electronic communications.

4. Finance income/ (expense)

	2025	2024
	€	€
On cash and short-term deposits	121	258
Fines	230	230
On amounts due from debtors	2,817	3,909
Total	3,168	4,397

5. Wages and salaries

a. Staff costs

Payroll costs for the year comprise the following:

	2025	2024
	€	€
Members' emoluments	76,977	64,620
Wages and salaries	2,872,678	2,681,842
Social security costs	168,389	163,647
Total	3,118,044	2,910,109

5. Wages and salaries (continued)

b. Average number of employees

The average number of persons employed by the Authority during the year was as follows:

	2025	2024
	No.	No.
Members of the board	7	6
Employees	64	62
Total	71	68

6. Operating and administrative expenses

	2025	2024
	€	€
The Authority		
Outsourced project costs	210,443	160,571
Corporate administrative expenses	762,746	781,253
Public relations and communications	168,010	101,112
Travelling expenses	116,853	78,263
Auditor's remuneration	12,260	12,272
Rental Expenses	170,934	170,934
Ministry Activities	1,225	(10,480)
Total operating and administrative expenses	1,442,471	1,293,925

Depreciation expense for the year is detailed separately in note 9.

7. Transfers to Government

The amount of transfers to Government represents the gross rights of way income, postal licensing, usage fees for scarce resources and radio communication licences (included as part of application fees and other income) which are being transferred to the Government as provided by section 14(4) of the Malta Communications Authority Act, Cap. 418 of the Laws of Malta.

In accordance with section 14(1) of the Malta Communications Authority Act, Cap. 418 of the Laws of Malta, part of the revenue collected is retained to finance the Authority's administrative and regulatory activities that do not relate to Electronic Communications. The remaining amounts are transferred to Government. During the year, expenses not attributable to Electronic Communications activities amounted to €1,413,055 (2024: €1,363,215).

Malta Communications Authority

Notes to the Financial Statements (continued)

For the Year Ended 31 December 2025

8. Taxation

	2025	2024
	€	€
Current tax expense	18	39
Deferred tax expense	-	-
Total	18	39

The taxation on the surplus from ordinary activities differs from the theoretical taxation expense that would apply to the Authority's surplus before transfers to Government and taxation, using the applicable Maltese tax rate of 35% (2024: 35%), as follows:

a. Tax reconciliation

	2025	2024
	€	€
Profit for the year	8,626,071	8,371,115
Tax at 35%	3,019,125	2,929,890
Tax effect of:		
Expenses disallowed for tax purposes	127,590	133,049
Capital allowances absorbed	(127,958)	(136,386)
Income not subject to tax	(3,018,715)	(2,926,463)
Income subject to tax at different rates	(42)	(90)
Income taxed under other articles of the ITA	18	39
	18	39

Under the legislation in force governing the operations of the Authority, the Authority charges administrative fees to the service providers equivalent to its cost. Moreover, all the license fees collected are transferred to the Government. Since the Authority is not expected to generate any taxable profits, management is of the opinion that no deferred tax asset should be accounted for. Furthermore, Article 14(3) of the Malta Communications Authority Act, Cap 418 of the Laws of Malta exempts any government subvention received by the Authority from income tax and duty on documents under any law.

9. Property, plant and equipment

	Building improvements	Fixture, fitting and equipment	Motor vehicles	IT equipment	Total
	€	€	€	€	€
Cost					
At 01 January 2025	374,490	471,535	200,182	3,294,564	4,340,771
Additions	3,257	21,597	-	231,958	256,812
Disposals	-	(11,342)	-	(3,770)	(15,112)
Balance at 31 December 2025	377,747	481,790	200,182	3,522,752	4,582,471
Depreciation					
At 01 January 2025	(374,490)	(436,955)	(117,137)	(2,606,907)	(3,535,489)
Depreciation charge	(651)	(10,750)	(25,266)	(326,354)	(363,021)
Depreciation released on disposal	-	9,819	-	3,770	13,589
Balance at 31 December 2025	(375,141)	(437,886)	(142,403)	(2,929,491)	(3,884,921)
Carrying amount					
At 01 January 2025	-	34,580	83,045	687,657	805,282
At 31 December 2025	2,606	43,904	57,779	593,261	697,550

Total additions of Spectrum Management Equipment and Software amounting to €216,991 (2024: €36,215) are included with IT Equipment. The carrying amount of this category as at 31 December 2025 amounted to €543,740 (2024: €585,252)

10. Trade and other receivables

	2025	2024
	€	€
Trade receivables (note i)	3,541,883	1,731,325
Prepayments	271,380	330,074
Amount due from Government	51,329	416,694
Total	3,864,592	2,478,093

i. Trade receivables are non-interest bearing and are generally subject to 30-day payment terms. Trade receivables are stated net of a provision for doubtful debts of €0 (2024: €0).

Trade receivables that are past due but not impaired are analysed as following:

	0-29 days	30-59 days	60-89 days	>90 days	Total
	€	€	€	€	€
2025	**3,008,097**	**3,550**	**5,402**	**524,834**	**3,541,883**
2024	1,699,399	13,855	240	17,831	1,731,325

Amounts owed by the Government of Malta, which is considered a related party, are unsecured, interest-free, and repayable on demand, and no special terms, guarantees, or concessions were provided during the reporting period. Transactions with government-related entities are conducted in the normal course of operations, and outstanding balances are typically settled in cash. Further details on related-party transactions are presented in Note 14.

11. Reserves

The balance on retained earnings in the balance sheet as at 31 December 2025 represents the net accumulated surplus generated by the Authority over the years. In accordance with Article 14(4) and Article 14(5) of the Malta Communications Authority Act (Cap. 418 of the Laws of Malta), any surplus arising from the Authority's operations forms part of the funds of the Authority and is to be applied exclusively towards carrying out its statutory functions.

These provisions ensure that accumulated surpluses are retained within the Authority and used to meet its operational and regulatory objectives. Accordingly, the surplus reported for the financial year has been allocated to retained earnings in line with the requirements of the Act.

12. Cash and cash equivalents

Cash and cash equivalents for the purpose of the cash flow statement are as follows:

	2025	2024
	€	€
Cash in hand	500	500
Cash at bank	859,638	2,234,610
	860,138	2,235,110
Bank overdraft	-	(5)
Total	860,138	2,235,105

13. Trade and other payables

	2025	2024
	€	€
Trade and other payables (note i)	194,672	121,783
Accruals	443,178	374,210
Social security contributions and other taxes	72,759	67,362
Deferred income (note ii)	3,751,584	3,996,191
Total	4,462,193	4,559,546

i. Trade and other payables consist of trade payables which are non-interest bearing and are normally settled within a 60-day term.

ii. Deferred income comprises of the unexpired portion of annual fees billed in advance together with the surplus of administrative charges, amounting to €106,682 (2024: €311,800) paid by undertakings authorised to provide electronic communications services and/or operate electronic communications networks, over the administrative expenses incurred by the Authority in the discharge of its functions. The Authority shall make appropriate repayments or compensation in relation to such surplus in accordance with the Electronic Communications (Regulation) Act and the Directive of 2004, as amended by Directive No. 1 of 2007, on modalities of payment for general authorisations and rights of use.

14. Related party disclosures

The Authority does not consider that its regulatory and licensing role creates the relationship of a related party between itself and licence holders as defines by IAS 24 Related Party Disclosures.

The Minister responsible for communications was regarded as the controlling related party of the Authority under the terms of the Malta Communications Authority Act, Cap 418 of the Laws of Malta for the year ending 31 December 2025.

The Authority enters into transactions in the ordinary course of business with the Government of Malta, its ministries, departments, regulatory agencies, public sector corporations, and other entities owned or controlled by Government. These transactions principally relate to the Authority's statutory functions, including regulatory oversight, administrative cooperation, and the collection and transfer of licence-related revenues.

a. Transactions with key management personnel

During the year ended 31 December 2025, short-term employee benefits to key management personnel amounted to €484,971 (2024: €403,816). This amount represents the gross salaries including fringe benefits to the Chief Officers of the Authority.

b. Other related party transactions

The Authority has undertaken the following transactions with the Government of Malta as following:

	2025	2024
	€	€
Payments to Government of Malta	7,799,065	8,190,306

Related party balances

Outstanding balances with related parties as at 31 December 2025 are disclosed in note 10 and note 13 respectively.

15. Statutory information

The Malta Communications Authority ("the Authority") was established on 1 January 2001 under the Malta Communications Authority Act, Cap. 418 of the Laws of Malta. It is a corporate body with a separate legal personality, legally represented jointly by the Chairman and the Director General. The Authority reports annually to Parliament. The Board members are appointed by the Government of Malta.

16. Post balance sheet events

There are no post balance sheet events which require adjustment or disclosure in the financial statements.

The Schedules and Appendices on the pages that follow do not form part of the financial statements

Malta Communications Authority

For the Year Ended 31 December 2025

Schedules

Operating Account

	2025	2024
	€	€
Income		
Revenue	13,547,962	12,950,892
Direct costs		
Wages and salaries	3,118,044	2,910,109
Operating and administrative expenses	1,442,471	1,293,925
Depreciation	363,021	379,914
Gross Surplus	8,624,426	8,366,944

Malta Communications Authority

For the Year Ended 31 December 2025

Schedules

Schedule of Administrative Expenses

	2025	2024
	€	€
Administrative expenses		
Administrative services rendered by the Ministry	1,225	(10,480)
Audit fee	12,260	12,272
Bank charges	5,807	2,412
Cleaning	1,226	1,106
Commission	2	4
Consumables	8,836	6,243
Insurance	68,845	68,043
IT expenses	234,196	205,955
Rent	170,934	170,934
(Gain)/Loss on foreign exchange	(128)	3,160
Motor vehicle expenses	10,111	15,420
Printing and stationery	5,644	6,106
Repairs and maintenance	30,895	17,920
Transport and freight	13,527	10,287
Training	33,301	77,534
Travelling	116,853	78,263
Public relations and communications	168,010	101,112
Utilities	53,104	54,218
Uniforms	1,104	301
Memberships and subscriptions	194,954	188,757
Technical support	88,017	82,490
Professional fees	885	15,180
Website expenses	4,902	14,470
Legal and court fees	-	650
Bad debts	-	1,821
Outsourced projects costs	210,443	160,571
Office expenses	2,316	3,159
Other expenses	5,202	6,017
Total	1,442,471	1,293,925