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Survey Highlights: Fixed Telephony Access Rises, but Everyday Use Remains Limited

The Malta Communications Authority (MCA) has published the latest results from its survey on residential fixed telephony services across the Maltese Islands, revealing shifting patterns in how households view and use the service.

While access to fixed telephony has reportedly increased from 80% in 2023 to 87% in 2025, active use of the service remains relatively low.

Only 38% of respondents said they still use their landline regularly. This gap between access and usage likely reflects bundling practices by service providers, where fixed telephony is included by default in the plans selected by end users, rather than being driven by actual demand for the service.

The survey also found that more than half of respondents were unaware of how much they spend on their fixed telephony line each month. This further suggests that the service holds low perceived value, particularly as it is often bundled with broadband or TV packages.

Meanwhile, despite low usage, satisfaction with service usage appears strong, with 77% of fixed telephony users saying they are either satisfied or very satisfied with the service, up from 73% in 2023.

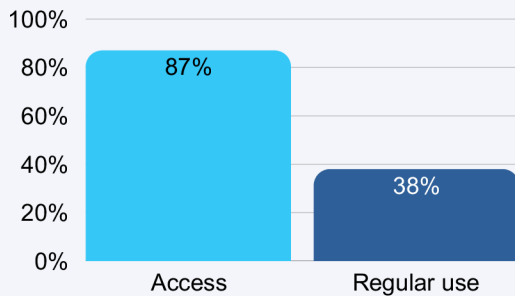
Switching between fixed telephony providers has increased when compared to previous years; 7% of respondents switched providers in the past two years, up from 5% in 2023.

These findings highlight that while fixed telephony access remains widespread in Maltese households, its role continues to shift, reflecting changing consumer habits and the evolving communications landscape.

Fixed Telephony Access Rises, Everyday Use Remains Limited

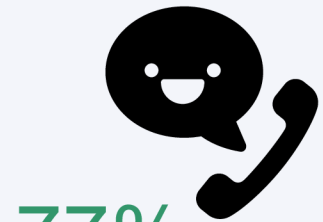
MCA Perception Survey 2025 Highlights: Fixed Telephony

High Access vs Low Usage



87% of households have a fixed line, up from **80% in 2023** but only **38%** use it regularly.

Satisfaction Levels



77%

satisfied or very satisfied, up from **73% in 2023**.

Awareness of Spending

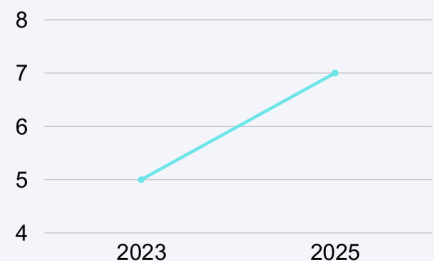


More than **50%** don't know how much they spend monthly.

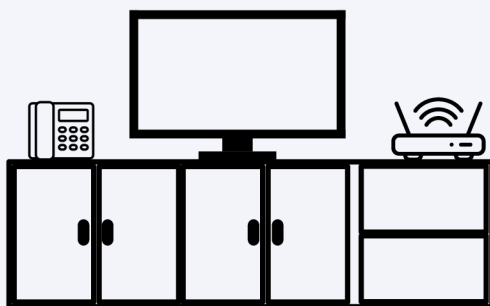
Switching Between Providers



Switching between providers increased from **5% in 2023** to **7% in 2025**.



Bundling Effect



Fixed telephony often comes as part of a bundle, rather than consumer demand.

Fixed telephony access remains widespread in households, but its role continues to shift, reflecting changing habits and evolving communications landscape.



MALTA COMMUNICATIONS AUTHORITY