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### **MCA and MCCAA Sign MoU to Strengthen Consumer Protection in the Communications Sector**

The Malta Communications Authority (MCA) and the Office for Consumer Affairs within the Malta Competition and Consumer Affairs Authority (MCCAA) have signed a Memorandum of Understanding (MoU) to reinforce collaboration in safeguarding consumer rights, particularly in the communications sector and digital markets. The agreement establishes a formal basis for cooperation and the exchange of information between the two authorities.

MCA CEO Jesmond Bugeja explains, “This Memorandum of Understanding reflects the MCA’s ongoing commitment to strengthening consumer protection, especially as our remit continues to expand across digital services and online platforms. As Malta’s Digital Services Coordinator under the EU’s Digital Services Act, the MCA not only regulates traditional communications but also plays a key role in safeguarding a digital ecosystem that is fair, transparent, and aligned with the best interests of consumers. Through collaboration and the pooling of expertise, we can deliver more timely interventions, more effective redress, and a greater impact in protecting consumer welfare.”

MCCAA Executive Chairperson Carmen Ciantar states, “Consumer protection is ultimately about trust – trust that users are treated fairly, that their rights are upheld, and that institutions act swiftly when challenges arise. This Memorandum of Understanding reinforces that trust by ensuring that the MCCAA and MCA act as a united front, capable of addressing issues in the communications and digital sectors with greater authority and impact. Together, we are turning collaboration into concrete action that delivers real results for consumers.

MCCAA Director General Grace Stivala notes “The Authority, through its Office for Consumer Affairs, plays a pivotal role in safeguarding and promoting consumer rights across Malta. As the national authority for consumer protection, we enforce fair trading practices, provide redress mechanisms, and oversee compliance to enhance consumer welfare. This Memorandum of Understanding strengthens our collaboration with the MCA to ensure that consumers of communications and digital services benefit from coordinated enforcement, information sharing and joint initiatives aimed at improving awareness and addressing emerging market practices more effectively.”

This framework outlines clear procedures for handling consumer complaints and enquiries, monitoring and enforcement in the communications sector, and joint initiatives to raise

consumer awareness. The MoU also covers coordinated checks on e-commerce websites and online platforms, as well as the exchange of data to detect market trends and practices that may adversely impact consumers.

Through this structured collaboration, both authorities will ensure more effective consumer protection, prevent duplication of effort, and strengthen trust in regulatory oversight.

This MoU builds on the long-standing relationship between MCA and MCCAA, while complementing other cooperation frameworks, including their existing agreement on the Digital Services Act (DSA).

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