

Decision issued this 17th day of August, 2018 by the Director General (Consumer Affairs) according to the Consumer Affairs Act (Chapter 378 of the Laws of Malta) with regard to Melita Limited C 12715 formerly Melita Plc (hereinafter referred to as Melita).

PRELIMINARY

The Director General (Consumer Affairs) hereinafter referred to as the DG:

refers to the administrative proceedings instituted on the 31st August, 2015, with regard to Melita by means of the relative Notices issued according to the Consumer Affairs Act (Chapter 378 of the Laws of Malta) (hereinafter referred to as the Act), by means of which the DG notified Melita that the DG had initiated investigations in respect of the charges imposed on consumers by Melita, for paper bills and on methods of payment not being by direct debit, and relative to the provision of services by Melita.

LEGAL BASIS

The said charges imposed on consumers have been analyzed by the DG in the light of:

- a) Articles 51B (2) (a) and (b); 51C (b) (iv); 51D (1) and (3) (c) and (d) of the Act;
- b) Articles 44 (1) and 45 (1) (a), (1) (d) and (2) (c) (i) of the Act;
- c) regulation 21 of the Consumer Rights Regulations - Subsidiary Legislation (S.L.) 378.17.

CONSIDERATIONS

The DG has considered the meeting called by the DG on the 25th August, 2014 held with the telecommunications service providers including Melita, the letter issued by the DG on the 29th August, 2014, and Melita's reply of the 30th September, 2014 and the need to follow-up such reply by means of this investigation and the administrative proceedings that have indicated a breach of the above-mentioned legal provisions.

VOLUNTARY COMPLIANCE

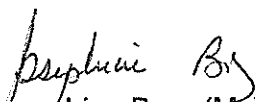
Melita indicated its willingness to comply voluntarily in line with article 100 of the Act by:

including, as from the 1st January, 2016, clear, identifiable and prominent information, with respect to the application of charges in connection with printed bills in all advertising media and commercial communications containing a direct reference to product pricing, with the exception of those aired on radio considering the limitations thereof; and

reducing the charges in relation to payment mechanisms from three Euro (€3.00) to fifty (Euro) cents (€0.50c), following the submission of the relevant points and workings, as from the 1st March, 2018.

CONCLUSION

Therefore the DG hereby decides that Melita has implemented the above-mentioned voluntary compliance within the terms therein indicated.


Josephine Borg (Ms) DPA
Director General (Consumer Affairs)

Notification: Melita Limited C 12715
Gasam Centre, Imrieħel By-Pass,
Imrieħel, Birkirkara BKR 3000.