



0045/2016

27.4.2016

## WRITTEN DECLARATION

submitted under Rule 136 of the Rules of Procedure

on increasing consumer protection in relation to mismatches between advertised and actual broadband speeds

**Roberta Metsola (PPE), Emma McClarkin (ECR), Brian Hayes (PPE),  
Angelika Mlinar (ALDE), Petr Ježek (ALDE), Deirdre Clune (PPE),  
Timothy Kirkhope (ECR), Nicola Caputo (S&D), Julia Reda (Verts/ALE),  
Dita Charanzová (ALDE)**

Lapse date: 27.7.2016

**Written declaration, under Rule 136 of Parliament's Rules of Procedure, on increasing consumer protection in relation to mismatches between advertised and actual broadband speeds<sup>1</sup>**

1. Ensuring fast and reliable internet access is one of the pillars of the Digital Agenda for Europe, which aims to generate economic growth through the development of a digital single market across the EU.
2. While progress has been made in ensuring access to broadband internet, a large number of people in rural areas are still without connectivity, and efforts are still needed to address this.
3. While prices have become more affordable, the Commission has acknowledged that, on average, fixed broadband customers in Europe are only getting 75 % of the download speed advertised.
4. Consumer protection is essential to ensuring sustainable and inclusive growth within the digital single market. The Telecoms Single Market package will place an obligation of transparency on operators, and will include provisions for customers to be informed about the minimum, normally available, maximum and advertised broadband speeds.
5. The Commission and the Council are called on to ensure the effective monitoring and implementation of this package and to support awareness-raising campaigns, with a view in particular to eradicating misleading advertisements.
6. This declaration, together with the names of the signatories, is forwarded to the Council and the Commission.

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<sup>1</sup> Under Rule 136(4) and (5) of Parliament's Rules of Procedure, where a declaration is signed by a majority of Parliament's component Members, it is published in the minutes with the names of its signatories and forwarded to the addressees, without however binding Parliament.