

**Question for written answer E-012225/2015
to the Commission**
Rule 130
Viorica Dăncilă (S&D)

Subject: Internet service providers

In a society making ever-increasing use of new information technologies, EU citizens are free to choose the best internet services available from a range of operators – all the more so when what is offered meets users' expectations as regards price and connection speeds.

Users can frequently encounter a number of problems when changing operator, with a change of internet service provider affecting their ability to access messages from their old mailbox.

What solutions might the Commission envisage as part of internet access policy to enable all EU citizens to access their mailboxes when changing internet service provider, at least for a transitional period, at no additional cost to the customer, in the same way as it is now possible to keep one's mobile phone number when switching to a different mobile phone operator?