

WRITTEN QUESTION E-4621/08  
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to the Commission

Subject: Consumer protection in the context of internet service provision

Various services are available via the internet on a fraudulent basis, whereby users are not properly informed that payment is required. This affects children and young people in particular. Consumers are given no information about the obligations involved or their right of objection. German consumer organisations issue warnings about this fraudulent practice. The most worrying aspect of this is that the services give the false impression that their position is legally unassailable.

Is the Commission aware of this phenomenon in Germany and other Member States? What measures can the Commission take to improve consumer protection in the context of internet service provision?