

**Question for written answer E-003925/2014
to the Commission**
Rule 117
Andreas Mölzer (NI)

Subject: Misleading advertising on telephone rates

According to the Austrian daily 'Der Standard'¹, consumer protection problems apparently still exist in the field of telecommunications services. According to the paper, 8.5% of consumers seeking assistance were annoyed by telecommunication service providers. They were angered by misleading advertising, with advertised 'cheap' rates becoming more expensive as a result of additional costs, rates changing rapidly, confusing small print, and hidden costs through WAP billing (payment by mobile phone).

1. In connection with the Commission's efforts to protect the consumer, what is its position on misleading advertising, when phone rates which are advertised as being cheap become massively more expensive, for example as a result of additional costs?
2. In connection with the Commission's efforts to protect the consumer, what is its position on confusing small print?
3. In connection with the Commission's efforts to protect the consumer, what is its position on hidden costs as a result of WAP billing?

¹ <http://derstandard.at/1392688290873/Wo-Konsumenten-der-Schuh-drueckt>