

WRITTEN QUESTION P-3277/09
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to the Commission

Subject: Mobile phone advertising: protection of users

Increasing numbers of complaints are being received from mobile phone users who are being rung up by their own mobile operators asking them to participate in promotional exercises or receiving other marketing-related calls. Even when users ask not to be contacted any more for this purpose, the calls do not cease. Because many calls are anonymous, the user is unable to report a specific number afterwards. The situation becomes unacceptable when users themselves are obliged to bear part of the costs of calls made when they are abroad. In one instance a Belgian national who lives in Spain was required to pay EUR 5 when he was called for advertising purposes on his Spanish mobile number while in Belgium.

What is the current thinking on the breaches of privacy legislation this issue entails?

Is the Commission aware of the problems which arise when the user has to pay part of the cost of the call?

Does the Commission plan to take any measures to protect mobile phone users from such practices?