

Question for written answer E-016111/2015
to the Commission
Rule 130
Miriam Dalli (S&D)

Subject: Broadband speeds

A study published recently by the Commission demonstrates that fixed broadband users in Europe obtain, on average, only 75 % of the connection speed promised by their respective operators.

Although the average actual download speed increased significantly from 30 Mbps in 2013 to 38 Mbps in 2014 thanks to continuous investment in broadband networks, there is still a marked difference between advertised and real speed. The published data reveals that operators are still not keeping the promises they make when internet broadband is purchased.

1. How does the Commission intend to address this discrepancy, which is detrimental to EU citizens?
2. How will the Commission ensure that operators become more transparent?
3. What measures and methods will the Commission introduce to give users more rights under its new rules for a telecoms single market?