

Current consumer protection measures

Examples of our current consumer protection measures include the maximum contract period and graduated early termination charges (ETCs), which were introduced after a public consultation in 2011. For the maximum contract period, pay-TV retailers are allowed to implement a maximum subscription contract length of not more than two years, so that consumers are not locked-in to excessively long contracts and may enjoy greater freedom to switch between retailers. The graduated ETCs were introduced so that consumers need only pay ETCs that commensurate with the remaining length of the unfulfilled contract, which would then safeguard consumers against excessive ETCs.

Focus group discussions

We welcome members of the public who prefer to share their comments on our proposed consumer protection measures in person, rather than sending in a written submission. They can take part in our focus group discussions, which will be conducted during the public consultation period. A focus group discussion session is typically held in the evening, and takes about two hours. Consumers who are keen to participate in these sessions can find out more at <http://www.mda.gov.sg/RegulationsAndLicensing/Consultation/Pages/ConsultationPapers.aspx>.