



CONSUMERS ASSOCIATION OF SINGAPORE

170 Ghim Moh Road, #05-01, Ulu Pandan Community Building, Singapore 279621

Hotline: 6100 0315 Fax: 6467 9055

Website: www.case.org.sg

To : Ms Eileen Ang
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Media Development Authority of Singapore

(Attention : Ms Ruth Wong)

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Statement of Interest

Consumers Association of Singapore (CASE) is a non-profit, non-governmental organisation that is committed towards protecting consumers' interest through information and education, and promoting an environment of fair and ethical trade practices.

Comments

CASE is generally supportive of the policy positions taken by the Media Development Authority ("the Authority"). Cross-carriage measures reduce the inconvenience to consumers who would no longer need to apply for multiple set-top boxes to view exclusive programmes. CASE is of the view that content providers are not placed in a worse-off situation because the content providers would have assessed the size of the local market and the number of potential viewers before deciding on a sale price to the pay TV retailer / supplying qualified licensee. So long as the receiving qualified licensees have a robust security system to ensure the qualified content would not be accessed by unauthorised parties or non-subscribers, the rights of the content providers would have been addressed.

Please advise whether you have in place, a whistle-blowing scheme. This scheme would be useful for your surveillance and enforcement duties. It also acts as a deterrent to anyone who might be exploring ways to circumvent the cross-carriage measures.

CASE would also like to raise the issue of downtime and unsatisfactory viewing quality (for example, freezing of images and muffled sounds) of pay TV channels. What recourse does the consumer have against the pay TV retailer and what steps are taken by the Authority to address these?