



CONSUMERS ASSOCIATION OF SINGAPORE

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

Hotline: 6100 0315 Fax: 6467 9055

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(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 supportive of the proposed guidelines by the Media Development Authority ("the Authority"). However, CASE would like to draw the Authority's attention to point 1.6 of the Consultation Paper.

CASE would like the Authority to prohibit pay TV retailers from having provisions in their residential consumer contracts which allow pay TV retailers to make programming and pricing changes as they deem fit. We view this contractual right of pay TV retailers as being grossly unfair to consumers. Consumers subscribed based on the programme and / or channel mix offered by the pay TV retailer at a stated price. Whilst we understand pay TV retailers have commercial considerations when they decide to re-bundle the channels and / or raise the subscription charges, consumers' rights should not be compromised.

We would like to propose that when the programme mix or subscription charges change, the contract ends, unless the consumer expresses his / her intention in writing to continue with the contract at the new subscription rate and / or the new channel mix.