



THE EUROPEAN PARLIAMENT

MEMBER OF THE GROUP OF THE EUROPEAN PEOPLE'S PARTY AND EUROPEAN DEMOCRATS

ZUZANA ROITHOVA

VICE-CHAIRWOMAN OF THE COMMITTEE ON THE INTERNAL MARKET AND CONSUMER PROTECTION

Brussels, March 30, 2006

Dear Madame or Sir,

I would like to take this opportunity to ask your kind assistance with the Consumer Confidence in the Digital Environment report. This initiative report was recently approved by the Internal Market and Consumer Protection Committee and my person was honoured by appointment as the main drafting rapporteur. I would like to provide a solid platform for discussion on the IT field, which brings many challenges on industry as well as consumers. I am strongly convinced that the opinion of all interested key-players should be heard and properly considered. Your in-depth knowledge and excellent practical experiences are of high value for me and I think that your voice should play a significant role in this process. Regarding consumer protection, we witnessed many questions raised in past years, but legislation so far has not reacted adequately. However, consumers are not the only ones that have faced obstacles to fully use all benefits of the information society; the IT industry as well has experienced problems with not being able to maximize opportunities given by the digital economy for its competitiveness within world trade.

In the view of the coming consumer protection, intellectual property and information society acquis revisions, it is essential to draw attention to European and national inadequacies, not only in consumer protection, but also in the IT sector in general. My intentions do not lay purely in proposing new legislative propositions, but also in finding ways to deregulate unnecessary rules, which are harmful to European companies acting in the global market.

In respect of all the current issues which can be raised (intellectual property and public interests, e-business, digital libraries, access to knowledge, mobile e-commerce, proportionality of enforcement, piracy, unfair contractual terms, online music stores, collective management, phishing, cybersquatting, Internet-telephony, Internet banking, e-learning, interoperability, privacy, data retention, etc., etc.), I would like to ask you and your organisation whether you can send me a written focused contribution on the following points:

1. What are the main problem areas, which you are confronted with generally, or in your field, regarding Consumer Confidence in the Digital Environment?
2. What are the key challenges for the IT industry and its users, which can be foreseen for the near future generally or particularly in your field of competence (especially regarding the Consumer Confidence in the Digital Environment)?
3. Could you present your opinion on legislative problems (Issues for which new legislation is needed or where, on the other hand, overregulation and some unnecessary rules should be abolished. Please address these questions concerning EU legislation or even those in which the national rules apply, and so only better coordination of the Member States can be supported)?
4. Because the Internal Market cannot be isolated from the globalized market, do you see similar or different problems and challenges at international/global level?
5. In regard to your previous answers, do you see possible legislative solutions?
6. Moreover, could you please share any other ideas which have been raised in your mind on Consumer Confidence in the Digital Environment?

This report will be opportunity for you to address your vision of the future development of the IT industry at the EU level, which would be in line with the best benefits for consumers and needs of the entire society in the digital era.

I believe you will use this opportunity to have an influence on the outputs of this report, and so, on future legislative framework. Due to the legislative timeline and report length limits, I highly appreciate you giving your first reactions in a short form and preferably no later than 14 April, 2006. Could you please also indicate the responsible/contact person within your

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organisation for communication with our office; if you have any questions please do not hesitate to contact my assistant Jiri Jirsa - zroithova@europarl.eu.int Thank you for your understanding and help.

With kindest regards,

Zuzana Roithova, MEP
Vice-Chairwoman of the Internal Market and Consumer Protection

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