

Question for written answer E-003581/2025
to the Commission
Rule 144
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Subject: Consumer rights protection in connection with the disabling of video games legally purchased by EU citizens

In recent months, hundreds of thousands of EU citizens have supported the European Citizens' Initiative 'Stop Killing Games', calling for regulation to protect consumer rights in the context of digital products, especially video games requiring a permanent connection to the internet.

The current practice of many large games publishers is to disable the server infrastructure some years after a title is first released, thereby preventing continued use of a legally acquired product. Consumers are losing access to goods they have paid for, often without any compensation, while the companies are hiding behind licence agreements which, according to many experts, may conflict with existing EU consumer protection law.

The problem also concerns the inability to create private servers for games that are no longer supported, which limits users' rights and negatively impacts the archiving of digital cultural heritage, which can be used by researchers, scientific institutions and video game history enthusiasts.

1. Is the Commission planning to look into the problem of video games being disabled by publishers and its impact on consumer rights in the EU?
2. Does the Commission consider that the current licensing provisions, which allow access to a legally purchased product to be withdrawn, are compatible with EU consumer law?
3. Is the Commission considering proposing legislation to enable users to launch private servers for games which are no longer supported by the publisher?

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