

**Question for written answer E-002913/2026  
to the Commission**  
Rule 144  
**Karin Karlsbro (Renew)**

**Subject:** Ensuring long-term consumer rights for purchased digital products

The shift towards digitally distributed video games and other digital media has created a troubling gap in consumer protection. Increasingly, video games are designed to depend on publisher-operated online servers to function, even when they contain single-player content. When publishers decide to shut down these servers, consumers can lose access to products they have legally purchased, effectively rendering them unusable. Similar issues arise in relation to films and other digital media.

This raises important questions about ownership, the preservation of digital content and consumer rights in the digital single market. Consumers who purchase digital products should have a reasonable expectation that these products will remain usable or that alternative means of access will be provided if online services are discontinued.

1. How does the Commission assess the compatibility of practices that render legally purchased digital games or other digital media permanently unusable with existing EU consumer protection legislation?
2. Is the Commission considering legislative or regulatory measures to ensure that publishers cannot deliberately disable access to digital products that consumers have purchased, including, where appropriate, by requiring offline functionality, server handover or other technical solutions?
3. How will the Commission ensure that consumers retain meaningful ownership of, and long-term access to, digital products that they have paid for?

Submitted: 14.7.2026