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Answer given by Executive Vice-President Vestager

On behalf of the European Commission

(27.11.2024)

The Geo-blocking Regulation¹ specifically addresses unjustified geo-blocking within the internal market and aims to eliminate discrimination based on customers' nationality, place of residence or place of establishment, in order to facilitate access to goods and services within the internal market. However, audiovisual services, including broadcasts of sports events and services provided on the basis of exclusive territorial licenses, are excluded from the scope of the Regulation.

The Commission is not empowered to intervene in individual cases, since the enforcement of the Geo-blocking Regulation is a competence of the Member States. Member States are also obliged to designate bodies providing practical assistance to consumers in case of a dispute, including providing information on the applicable rules and on the available remedies.

The Commission continues to monitor the implementation of this Regulation, due to be reviewed in 2025, and work with national authorities to address any instances of non-compliance. The Commission also encourages affected individuals to report specific cases of geo-blocking so that appropriate actions can be taken to resolve these issues.

¹ Regulation (EU) 2018/302 of the European Parliament and of the Council of 28 February 2018 on addressing unjustified geo-blocking and other forms of discrimination based on customers' nationality, place of residence or place of establishment within the internal market and amending Regulations (EC) No 2006/2004 and (EU) 2017/2394 and Directive 2009/22/EC; <https://eur-lex.europa.eu/legal-content/EN/TXT/?uri=CELEX%3A32018R0302>