

**DECISION No. 44/21/CONS**

**LAUNCH OF A FACT-FINDING SURVEY INTO THE SERVICES OFFERED  
BY ONLINE PLATFORMS**

The Italian Regulatory Authority for the communications sectors (hereinafter referred to as “AGCOM”)

AT the Council meeting of 4<sup>th</sup> February 2021;

HAVING REGARD TO Law No. 481 of 14<sup>th</sup> November 1995, “*Laying down rules for competition and utility regulation. Establishment of public utility regulatory authorities*”;

HAVING REGARD TO Law No. 249 of 31<sup>st</sup> July 1997, establishing the Regulatory Authority for the communications sectors (AGCOM);

HAVING REGARD TO Law No. 232 of 11<sup>th</sup> December 2016, “*State budget for the financial year 2017 and multiannual budget for the three-year period 2017-2019*” and, particularly, Art. 1, paragraph 545, as amended by Law No. 145 30<sup>th</sup> December 2018;

HAVING REGARD TO Law No. 178 of 30<sup>th</sup> December 2020, “*State budget for the financial year 2021 and multiannual budget for the three-year period 2021-2023*” and, in particular, Article 1, paragraphs 515 to 517;

HAVING REGARD TO Legislative Decree No. 259 of 1<sup>st</sup> August 2003, “*The Electronic Communications Code*” as last amended by Decree-Law No. 76 of 16<sup>th</sup> July 2020, which converted modifications by Law No. 120 of 11<sup>th</sup> September 2020;

HAVING REGARD TO Legislative Decree No. 177 of 31<sup>st</sup> July 2005, containing “*The Audiovisual and Radio Media Services Code*”, hereafter referred to as “AVMS Code”, and subsequent amendments and additions;

HAVING REGARD TO the European Parliament and Council Directive of 8<sup>th</sup> June 2000 on certain legal aspects of information society services, in particular electronic commerce, in the internal market (“E-Commerce Directive”);

HAVING REGARD TO Regulation (EU) 2015/2120 of the European Parliament and of the Council of 25<sup>th</sup> November 2015, laying down measures concerning open internet access and amending Directive 2002/22/EC on universal service and users’ rights relating to electronic communications networks and services and Regulation (EU) No. 531/2012 on roaming on public mobile communications networks within the Union;

HAVING REGARD TO Regulation (EU) No. 2017/1128 of the European Parliament and of the Council of 14<sup>th</sup> June 2017 on the cross-border portability of online

content services in the internal market;

HAVING REGARD TO Regulation (EU) No. 2018/302 of the European Parliament and of the Council of 28<sup>th</sup> February 2018 on addressing measures to prevent unjustified geographical blocks and other forms of forms of discrimination based on the nationality, place of residence or place of establishment of customers in the internal market and amending Regulations (EC) No. 2006/2004 and (EU) 2017/2394 and Directive 2009/22/EC;

HAVING REGARD TO Directive (EU) 2018/1808 of the European Parliament and the Council of 14<sup>th</sup> November 2018 amending Directive (EU) 2010/13 on the coordination of certain provisions laid down by law, regulation or administrative action in Member States concerning the provision of audiovisual media services (Audiovisual Media Services Directives), in view of changing market realities;

HAVING REGARD TO Directive (EU) 2018/1972 of the European Parliament and of the Council of 11<sup>th</sup> December 2018 establishing the European Code of Electronic Communications (recast);

HAVING REGARD TO Directive (EU) 2019/790 of the European Parliament and the Council of 17<sup>th</sup> April 2019, on copyright and related rights in the digital single-market and amending Directives 96/9/EC and 2001/29/EC;

HAVING REGARD TO Directive (EU) 2019/789 of the European Parliament and of the Council of 17<sup>th</sup> April 2019, laying down rules on the exercise of copyright and related rights applicable to certain online transmissions of broadcasting organisations and retransmissions of television and radio programmes, and amending Council Directive 93/83/EEC;

HAVING REGARD TO Regulation (EU) 2019/1150 of the European Parliament and of the Council of 20<sup>th</sup> June 2019, on promoting fairness and transparency for business users of online intermediation services;

HAVING REGARD TO the *Code of Practice on Online Disinformation*, drawn up in September 2018 following the initiative of the European Commission and published on <https://ec.europa.eu/digital-single-market/en/news/code-practice-disinformation>;

HAVING REGARD TO the Communication from the European Commission to the European Parliament, the Council, the European Economic and Social Committee and the Committee of the Regions COM (2017) 55 final, of 28<sup>th</sup> September 2017, *Tackling Illegal Content Online: towards an enhanced responsibility of online platforms*;

HAVING REGARD TO the Communication from the European Commission to the European Parliament, the Council, the European Economic and Social Committee and the Committee of the Regions COM (2020) 67 final of 19<sup>th</sup> September 2020, *Shaping Europe's digital future*;

HAVING REGARD TO the Communication from the European Commission to the

European Parliament, the Council, the European Economic and Social Committee and the Committee of the Regions COM (2020) 790 final of 3<sup>rd</sup> December 2020, *European Democracy Action Plan (EDAP)*;

HAVING REGARD TO the Communication from the European Commission to the Council, the European Economic and Social Committee and the Committee of the Regions COM (2020) 784 final of 3<sup>rd</sup> December 2020, *Europe's Media in the Digital Decade: An Action Plan to Support Recovery and Transformation*;

HAVING REGARD TO the proposal from the European Commission for a Regulation of the European Parliament and the Council (COM) 2020 825 of 15<sup>th</sup> December 2020, *On a Single Market for Digital Services (Digital Services Act) and amending Directive 2000/31/EC*;

HAVING REGARD TO the proposal from the European Commission for a Regulation of the European Parliament and the Council (COM) 2020 842 of 15<sup>th</sup> December 2020, *On contestable and fair markets in the digital sector (Digital Market Act)*;

HAVING REGARD TO AGCOM Resolution No. 223/12/CONS of 27<sup>th</sup> April 2012 “*Adopting the new Regulation on AGCOM organisation and operation*”, as last amended by Resolution No. 696/20/CONS;

HAVING REGARD TO AGCOM Resolution No. 680/13/CONS of 12<sup>th</sup> December 2013 on the “*Regulation on copyright protection on electronic communications networks and implementing procedures pursuant to Legislative Decree 9<sup>th</sup> April 2003 No. 70*”, as amended by AGCOM Resolution No. 490/18/CONS, of 16<sup>th</sup> October 2018 and by AGCOM Resolution No. 295/20/CONS of 7<sup>th</sup> July 2020;

HAVING REGARD TO Resolution No. 19/14/CONS of 21<sup>st</sup> January 2014, “*Results of the fact-finding survey into the internet services and online advertising sector, launched by AGCOM Resolution No. 39/13/CONS*”;

HAVING REGARD TO AGCOM Resolution No. 146/15/CONS, of 25<sup>th</sup> March 2015, “*Results of the fact-finding survey on Information and the Internet in Italy. Business models, consumption and professions*”, launched with AGCOM Resolution No. 113/14/CONS;

HAVING REGARD TO Annex A to AGCOM Resolution No. 165/16/CONS on the “*Fact-finding survey concerning the development of online platforms and electronic communication services referred to in AGCOM Resolution No. 357/15/CONS: extension of deadlines and publication of the chapter relating to consumer communication services*”;

HAVING REGARD TO AGCOM Resolution No. 423/17/CONS of 6<sup>th</sup> November 2017 on the “*Establishment of a Technical Committee to guarantee pluralism and accuracy of the information on digital platforms*”;

HAVING REGARD TO AGCOM Resolution No. 356/19/CONS of 18<sup>th</sup> July 2019, containing “*Opening of the procedure aimed at identifying the relevant market as well as*

*ascertaining dominant positions or positions otherwise detrimental to pluralism in the online advertising sector, pursuant to Art. Article 43(2) of Legislative Decree No. 43 of 31<sup>st</sup> July 2005”;*

HAVING REGARD TO AGCOM Resolution No. 458/19/CONS of 27<sup>th</sup> November 2019, “*Results of the Big Data fact-finding survey*”, launched by AGCOM Resolution No. 217/17/CONS;

HAVING REGARD TO AGCOM Resolution No. 79/20/CONS of 27<sup>th</sup> February 2020, “*Results of the fact-finding survey on “Digital Platforms and the information system”*”, launched by AGCOM Resolution No. 309/16/CONS”;

HAVING REGARD TO the Report “*Observatory on Online Platforms*” published on the AGCOM website on 27<sup>th</sup> December 2019;

Whereas:

1. In recent years, numerous surveys and analysis conducted by AGCOM have highlighted the emergence of online markets and services, the development of innovative business models, and the rise of new economic and social issues. These have far-reaching implications on the entire communication “ecosystem” and the protection of fundamental rights.

2. By their very nature, the services provided by online platforms are subject to rapid and unstoppable evolution, which can be attributed to continuous technological development. This development gives rise to new business models, which make the cases described and codified in Directive 2000/31/CE (also known as the e-Commerce Directive) no longer fit for purpose. The Court of Justice of the European Union stated this in judgements C-324/09, C-325/14, C-507/17, and C-18/18, and introduced the concept of ‘active hosting provider’. Specifically, the broad spectrum of services offered by online platforms places them in a position where they act as online gatekeepers, which play an intermediary role and manage the circulation, processing and storage of data through services such as search engines, cloud computing services, instant messaging, e-mail, social networking, online advertising and payment systems.

3. The role played by the online platforms in the use of services offered on the internet and the importance they are gaining in the digital economy is now recognised worldwide and testifies to a change in paradigm for modern economies and societies. This new model is based on a multi-sided structure in which the platforms act as intermediaries and the data from businesses, citizens and consumers play a crucial role, both in relation to their direct exploitation (through online advertising) as well as the possibility they offer to revolutionise traditional services (from retail, postal services, audiovisual, video games and music, to the automotive sector and new financial services), and the creation of new markets. These have different shapes and sizes and continue to evolve at rates never seen before in other sectors of the economy. The COVID-19 pandemic has resulted in further acceleration.

4. The services provided by online platforms offer substantial advantages to contemporary digital societies. They play a leading role in creating digital value that

supports future economic growth in the EU and is of great importance to the digital single market's effective functioning. They pervade all sectors of the economy and social life. Online services have transformed citizens' daily lives, and online services have opened up new markets for businesses. Moreover, the vast amount of data that online platforms acquire enables them to provide the user with a better quality service, with a benefit to the platform of reduced research and market transaction costs. These developments have stimulated innovation, lowered prices and created jobs throughout the whole economy.

5. Online platforms now constitute one of the main channels of access for consumers to purchase a wide range of goods and services, including physical ones. If, on the one hand, mass online advertising is used to promote various services and products and is recognised as playing a critical role in getting consumers to buy them, on the other hand, increasingly, the transactions made to buy the goods and services are themselves taking place through online platforms. In addition, they often substitute traditional purchasing channels. The process of mass digitisation of specific industries and production sectors, combined with the spread of connectivity and the dizzying development of e-commerce, has led to small and medium-sized enterprises established in Italy having an increased dependence on online platforms. These platforms have a global or transnational dimension, and offer intermediation services to facilitate the initiation of transactions directly with the consumer. Another crucial element to consider is the growing dependence of Italian small and medium-sized enterprises on online platforms that operate as search engines to obtain adequate visibility to and accessibility by customers.

6. There are profound changes taking place in the ways content and services are used and the conditions for users on how resources are exchanged and shared. These changes have led to a significant transformation in the competitive conditions present in the market, with repercussions on the value chain and within the entire digital 'ecosystem' and users' rights. The same changes that have imposed a new paradigm in information and news circulation also affect information pluralism.

7. Concerning the impact online platform development has had on the conditions of resource exchange and sharing by the user, the ease of transactions and sharing typical in the digital sector makes it possible that some can use them to perpetrate large-scale abuses (for example, through massive and systemic violations of the rights of the author or the global resale of tickets for concerts and events). These abuses harm actors, such as artists, copyright holders and broadcasters, etc., in the nation's creative production chain. Such practices can adversely affect the sustainability of creative work and limit the development of legal offers to commission content and creative works in Italy.

8. Some online platforms, such as operating systems, app stores, and some types of mobile or fixed terminals (such as voice assistants, for example), have become essential access gateways to information, services, and content offered on the internet. In particular, in some situations, these types of platform can select or influence how services, content, or products are made available to the final user. Thus, they directly impact the final user's right to access and disseminate information and content, as well as their right to use and provide applications and services without discrimination. A right currently guaranteed by Regulation (EU) 2015/2120 concerning internet access service providers.

9. The technological developments, the evolution of services and competitive

dynamics are accompanied by a continuous renewal of the regulatory framework, albeit slower than market dynamics. They have an impact on multiple areas of economic and social life. From this complexity, at least three macro-profiles can be distinguished, covering: democracy/information, rights, and the economy.

10. Regarding the information macro-profile, digital communication, interactions on social media, and electronic commerce all collect information on users, and generate ever-growing data sets. Although they constitute new forms of value, and the concentration and dissemination of individual data enable communication to be personalised, communication can also be political. As we have seen in the recent Covid-19 pandemic, the transition to an increasingly interconnected society increases risks for citizens, businesses, and public administration concerning network security. These risks require interventions to guarantee infrastructural security.

11. Search engines, e-mail services and social networks represent areas in which hate speech and echo-chambers effects can develop. These risk altering individuals' decision-making processes, the social-fabric and the democratic process in general. A further element to investigate and understand is the possible effect, at a democratic level, of the so-called information pollution, i.e. the circulation of large amount of information - both in terms of quantity and quality - in an already very complex information ecosystem, resulting in a confused understanding of messages. The consequences of which can also be reflected in social behaviours.

12. With regard to the issue of rights, the impact is wide and varied. Online intermediation services can be crucial to the commercial success of companies using them to reach final consumers. Therefore, it is vital for companies and providers of online intermediation services to behave in a way that is inspired by the principles of good faith and fairness to prohibit potentially harmful practices, both for businesses and, indirectly, for end-consumers. Hence, there is a legitimate concern to promote a fair, transparent and predictable trading environment that protects the rights of businesses and consumers.

13. Therefore, the development of the services offered by online platforms entails the need to assess their impact not only from the point of view of competition but also in relation to other profiles, such as the protection of political, social and cultural pluralism. Information needs to be safeguarded as a service of general interest, including the citizens' right to be informed, the protection of dignity and in full recognition of freedom of expression and editorial freedom.

14. Online platforms' operating mechanisms also pose issues related to the protection of children's rights. Firstly, this profile is highlighted in terms of protection from harmful content, such as incitement to hatred, bullying and violence against vulnerable people. But the theme of the protection of minors navigating the internet and their massive use of online platforms and social media, so far has been approached only from the perspective of safeguarding privacy, digital identity and personal data. However, it raises the broader question about the identification of protective tools that can prevent exposure to potentially harmful content. This includes the accountability of service providers, which is not limited to their self-regulatory discretion but involves the regulatory authority's intervention, at least in terms of co-regulation.

15. Online platforms, furthermore, permit more comprehensive access to cultural and creative works and offer development opportunities, provided that copyright and intellectual property rights are fully preserved.

16. Regarding economic issues, alongside the advantages of online platforms for consumers and businesses, market failures that reduce social well-being are also highlighted. Specifically, in the information and communication technology sector, there is a tendency for the sector to be concentrated in the hands of only a few large companies. These companies are destined to survive, and thus can exercise significant power to the point that, in some cases, a single entity may become dominant in the market, with negative repercussions for consumers and business competitors.

17. This concentration is the result of a number of structural peculiarities and conducts that is typical of online marketplaces, such as network externalities, economies of scale, pricing discrimination policies, costs switching and lock-in effects, the existence of barriers to technological and economic entry, above all in terms of technological strategies and resources invested in research and development.

18. These characteristics are intertwined with the structures of multi-sided markets for which the online platforms are fundamental hubs. In these structures, the presence of the direct and indirect effect of economies of scale and scope, strategies of vertical integration, access to users' data as a non-replicable strategic asset, and significant information asymmetries, constitute entry barriers. Thus they make these actors actual gatekeepers, whose undentable power over the market is destined to persist over time.

19. The effect of these structures can be felt through the whole community and generate effects such as the reduction of competitiveness, limitation of consumer choice, the dependence and sustainability of the economic system as a whole and the reduction of incentives to innovate. However, they can also impact on the interests and values beyond those that are strictly economic. In particular, the nature of merit goods and some services, whose provision on online platforms are taking on a fundamental intermediary role (such as information and education), pose problems with respect to efficiency and equity of distribution and economic, social and political imbalances.

20. The European Commission has consistently focused on the matter, adopting a group of recent initiatives related to the ongoing digital transformation and showing the reaction that Europe can provide to face risks and challenges associated with this development in order to safeguard the principles of openness, fairness, pluralism, democracy and security. Specifically, the European Commission has expressed that in light of the occurred developments, it is aware that the current digital services regulatory framework is no longer suitable to address the current issues relating to online platforms' roles and responsibilities.

21. The growing role of platforms and the evaluation of possible regulatory interventions were the subjects of the Commission's attention in 2017, with the Communication of 28<sup>th</sup> September 2017, "*Towards greater accountability of online platforms*". The Commission subsequently promoted and coordinated cooperation between online platforms, authorities and stakeholders with soft law instruments and adopted other regulatory measures and sectoral interventions. To address and organise these

interventions, the Communication of 19<sup>th</sup> February 2020, “*Shaping Europe’s digital future*”, was published. It announced that it would propose new rules to harmonise and increase the responsibilities of online platforms, to strengthen the control of the content policies they adopt and also to explore the possibility of introducing a regulation targeted to large online platforms which, by taking advantage of network effects, act as gatekeepers for market operators, consumers and information, with adverse effects on competition, market competitiveness and innovation, as well as public interest beyond competition and economic considerations.

22. As part of the critical actions provided for in this Communication, the very recent legislative proposal called “*Digital Services Act*” aims to protect consumers and their fundamental rights more effectively. It assigns specific obligations to online platforms to ensure greater transparency and accountability and confers new supervisory and enforcement powers on public authorities. Simultaneously, the legislative proposal known as “*Digital Market Act*” lays down the criteria for identifying ‘gatekeepers’. It imposes on them a set of requirements specifically aimed at ensuring fair and non-discriminatory treatment of companies that depend on their intermediation services. It provides supervisory and enforcement mechanisms regarding compliance with those requirements.

23. In parallel, on 3<sup>rd</sup> December 2020, the European Commission published the Communication on the “*European Democracy Action Plan*” COM(2020) 790 final, aimed at empowering the media and all content distributors (not only traditional broadcasters but also video-sharing platforms identified by the AVMS Directive and the much broader set of online platforms) and proposed a set of measures designed to accompany the ongoing digital revolution. Thanks to which citizens can make choices and express their opinions freely and participate in an open debate that is not distorted by attempts at manipulation.

24. The European Commission’s legislative proposals “*Digital Services Act*” and “*Digital Market Act*” and the the policy initiatives contained in the Communication on the “*European Democracy Action Plan*” will shape the European and international institutional debate into line for the coming years.

25. Simultaneously, the national debate must confront the need to effectively apply the various regulatory provisions recently adopted at a European level on digital services. The horizontal dimension of the two European legislative proposals makes it particularly important to have a detailed analysis of the degrees of intersection between their proposals and the specific provisions in force.

26. The introduction of a principle of liability is also expected for the platforms that provide online content-sharing services in case users upload content that violates copyright laws. In particular, the Directive (EU) 2019/790, specifically sets out the liability of any provider of an information society service, “*the main or one of the main purposes of which is to store and enable users to upload and share a large amount of copyright-protected content with the purpose of obtaining profit therefrom, either directly or indirectly, by organising it and promoting it in order to attract a larger audience, including by categorising it and using targeted promotion within it*”. It provides for the adoption of ‘notice and take down’ mechanisms aimed at limiting the value gap affecting the right holders and generated by the online dissemination of works and the remuneration measures for publishers for which it will also be appropriate to resort to self and co-regulation and

define the conditions of access to content protection systems.

27. Article 43, paragraph 10 of the “*Decree on the transposition into national law of the EU Audiovisual Media Services Directive*” (hereinafter TUSMAR) includes the revenues derived from “*advertising online and on other platforms, including resources collected by search engines, social and sharing platforms*” into the so-called Italian *Integrated Communications System (SIC)*.

28. In the postal services sector, the public consultation launched by the European Commission, in light of the significant evolution of the sector due to the increasing digitalisation and development of e-commerce, to assess the adequacy of the current Postal Services Directive (Directive 97/67/EC) closed in November 2020. In this context, the boundaries between postal services and services offered by online platforms have become more blurred. Online platforms are, in fact, gradually evolving from simple intermediaries to complete service providers that integrate activities along the postal value chain, including delivery. Therefore, it is necessary to assess whether the postal sector’s current scope needs to be adapted to include the activities of online platforms related to the transport and handling of physical objects. In this regard, it should be noted that Regulation (EU) 2018/644 of 18<sup>th</sup> April 2018 on cross-border parcel delivery services, which supplements the Directive’s rules, applies to companies that objectively provide a delivery service (even exceeding the limit of the reference to traditional models), and also to alternative business models, including e-commerce platforms. Therefore, the Regulation subjective scope is identified through a primary criterion, which focuses on the actual and objective performance of activities that can be identified as the provision of a delivery service, even if organised through the use of new business models such as specific platforms for electronic commerce.

29. Regulation (EU) 2019/1150 of the European Parliament and of the Council of 20<sup>th</sup> June 2019, the first measure promoting fairness and transparency for online intermediation by business users (so-called “*Platform-to-business*”), came into force on 12<sup>th</sup> July 2020. Pursuant to Article 1, paragraphs 515-517, Law No. 178 of 30<sup>th</sup> December 2020, “*State budget for the financial year 2021 and multiannual budget for the three-year period 2021-2023*”, AGCOM has been designated as the entity responsible for ensuring the adequate and effective application of the rules of the Regulation at a national level.

30. National legislation provides for the transposition of European directives that renew the regulatory framework for electronic communication services, audiovisual media services and copyright in the digital market. In particular, the Law “*Delegation to the Government for the transposition of European directives and the implementation of other European Union Acts - European Delegation Law 2019-2020*” defines principles and criteria for the implementation of Directive (EU) 2018/1808 amending Directive (EU) 2010/13, on the coordination of specific laws, regulations and administrative provisions of the Member States relating to the provision of audiovisual media services (SMAV Directive). The same Law provides for the transposition of Directive (EU) 2018/1972 establishing the European Code of Electronic Communications, Directive (EU) 2019/790 on copyright and related rights in the digital single-market and Directive (EU) 2019/789, laying down rules on the exercise of copyright and related rights applicable to specific online broadcasts by radio and television broadcasters, and organisations that re-broadcast television and radio programmes, amending Directive 93/83/EEC.

31. Since online and digital services are included in the field of competence assigned to AGCOM, it is essential to re-examine the effects of the role platforms have in the economy and society, and assess the possible instruments that will protect the fundamental rights of users and competition in the markets.

CONSIDERING, therefore, the need to carry out an analysis of the services offered on online platforms and related issues, while being aware of the indisputable individual and collective benefits determined by these services, in order to prepare a solid knowledge base that integrates the rich wealth of knowledge and experience already gained and allows the identification of appropriate tools to face the following regulatory challenges;

CONSIDERING that the fact-finding survey can also help to provide practical elements for reflection with a view to the application of existing or soon to be implemented European and national regulatory complexes, which are intended to intersect with the horizontal dimension of the rules contained in the proposed DSA and DMA regulations;

CONSIDERING the need to test a methodology for the reconnaissance and evaluation of the sector discipline with a general value, therefore applicable to heterogeneous themes and cases (MAMP methodology - Mapping, Assessing and Making Policies);

HAVING HEARD the report by Commissioners Aria and Giomi, who are Rapporteurs under Article 31 of the Regulation governing AGCOM organisation and operation;

## **Resolution**

### **Article 1**

#### **(Initiation of a fact-finding survey on the services offered on online platforms)**

1. A fact-finding survey is hereby launched concerning the services offered through online platforms with the aim of classifying them; identifying the types of problems and the effects that these could have concerning the macro-profiles identified in the fields of information/democracy, law and the economy; defining the existing regulatory framework for digital services and online platforms; identifying the most relevant thematic areas to focus on; selecting, by using a comparative approach, any existing best practices in other legal frameworks; inspiring the new methodologies, directives and strategies that AGCOM may adopt in the digital regulatory context.
2. The survey will be articulated into the following lines of activity (a) mapping of the “infrastructure services” existing in the market; (b) identifying the problems generated by or associated with each type of service; (c) providing a synoptic representation of the current national, European and international regulatory framework; (d) benchmarking the legislative, regulatory or jurisprudential interventions currently in place in each EU Member State and in the international context.
3. The survey will use a scientific method that has its operational representation in an open matrix, which identifies systematically the leading players for each

activity/service, the problems related to them (such as those related to information bias, protection of rights, economic and competitive aspects) and, at the same time, highlight the national, European and international regulatory sources relevant to the issues identified.

4. The survey will be conducted, in coordination with the other activities undertaken by AGCOM with regards to the DSA, DMA and EDAP initiatives, by a working group composed of the various component AGCOM Offices: EU and International Affairs, Audiovisual Content and Media Services, Postal Services, Digital Network Development, Electronic Communications Networks and Services, Consumer Protection and Economics and Statistics.
5. In the course of the fact-finding survey, AGCOM may ask for additional data and information, arrange hearings of interested parties (also upon their request) as well as hearings of national and international research and university institutes and trade associations. During the survey, AGCOM will also be able to make use of additional expertise and specialist experience in the field of online platforms and the digital ecosystem.
6. The deadline for completing the activity is 180 days from the date of the Resolution's publication on AGCOM website, subject to suspensions for requests for information and documentation. AGCOM may extend the deadline with reasoned determination.

This resolution is published on AGCOM website.

Rome, 4<sup>th</sup> February 2021

THE PRESIDENT  
Giacomo Lasorella

THE COMMISSIONER RAPPOREUR  
Laura Aria

THE COMMISSIONER RAPPOREUR  
Elisa Giomi

For attestation of compliance with what has been decided  
THE SECRETARY GENERAL  
Giulietta Gamba