

Ofcom's proposed changes to the GCs

Proposed modifications to the preamble to GC C1

This condition aims to protect consumers and end-users by ensuring that contracts for public electronic communications services include key information about the services they are receiving and that such information is provided to them before they enter into their contract to allow them to make an informed choice. This includes information about any changes to the price that consumers and end-users will face during their contract, in order to provide them with certainty as to the amounts they will be required to pay, unless the customer is given a right to exit their contract without penalty. It also sets out requirements about contract duration, contract renewal, end-of-contract notifications, annual best tariff information, facilitating changes of communications provider and end-users' rights to terminate a contract, which are designed to ensure that end users are treated fairly and able to switch to a different provider in appropriate cases.

Proposed modifications to the title appearing before GC C1.3

Contract requirements – information to be provided at point of sale and before customer gives consent to enter a contract¹

¹ See also Ofcom's guidance under General Condition C1

Proposed modifications to GC C1.3

C1.3 Before a **Relevant Customer** is bound by a contract for a **Relevant Communications Service, Regulated Providers** shall:

(a) ensure that the following information is drawn prominently to the **Relevant Customer's** attention in a clear and comprehensible manner (including during a sales call or other verbal sale such as an in-store sale):

(i) the **Core Subscription Price**;

(ii) if the **Core Subscription Price** is to change during the **Commitment Period** without the customer receiving a right to exit without penalty, that changed **Core Subscription Price**, expressed in pounds and pence; and

(iii) the date from which any changed **Core Subscription Price(s)** referred to in **Condition C1.3(a)(ii)** above shall have effect; and

(b) provide that **Relevant Customer** with the **Contract Information** set out in the Annex to **Condition C1** to the extent that it relates to a service they provide.

Proposed modifications to GC C1.5

C1.5 Before entering into a contract, **Regulated Providers** shall:

(a) provide the **Relevant Customer**, free of charge, with a **Contract Summary**; and

(b) when providing information as to 'Price' within a **Contract Summary**, include the following information:

(i) the **Core Subscription Price**;

(ii) if the **Core Subscription Price** is to change during the **Commitment Period** without the customer receiving a right to exit without penalty, that changed **Core Subscription Price**, expressed in pounds and pence; and

(iii) the date from which any changed **Core Subscription Price(s)** referred to in **Condition C1.5(b)(ii)** above shall have effect.

Proposed modifications to Annex to Condition C1, Table A, paragraph 3 (Price)

(a) the price of the service (including VAT), including:

(i) the **Core Subscription Price**;

(ii) any usage charges for any additional use of services or facilities, or for use of any additional services or facilities not included in (i);

(iii) where applicable, any activation charges;

(b) if the **Core Subscription Price** is to change during the **Commitment Period** without the customer receiving a right to exit without penalty that changed **Core Subscription Price**, expressed in pounds and pence;

(c) the date from which any changed **Core Subscription Price(s)** referred to in paragraph 3(b) above shall have effect.

If the **Relevant Customer** is not a **Consumer**, prices may be stated exclusive of VAT.

(d) the cost of using the means of distance communication for the conclusion of the contract where that cost is calculated other than at the basic rate;

Proposed modifications to Definitions section

'**Contract Summary**' means the information required and set out in accordance with **Condition C1.5** and the contract summary template specified by the European Commission under Commission Implementing Regulation (EU) 2019/2243 of 17 December 2019 establishing a template for the contract summary to be used by providers of publicly available electronic communications services pursuant to Directive (EU) 2018/1972;²³

²³ See Commission Implementing Regulation (EU) 2019/2243, as amended.