

Contract termination and provider switching

BEREC Workshop on End-Users rights

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Contract duration

Article 105 EECC

Maximum duration of the commitment period














Shorter maximum commitment periods

Automatic renewal of fixed-term contracts

Maximum duration after automatic renewal

Information before automatic renewal

Contract duration

Countries	Maximum fixed term allowed (in months)	Must a 12-month option be offered	Maximum allowed renewal duration	Notice period to inform end users of the end of the initial commitment period
 Belgium	24	⊗	Unregulated	One month
 Croatia	24	✓	Same as initial commitment period	⊗
 Czech Republic	24	⊗	24 months	One month
 Denmark	6	⊗	Unregulated	⊗
 France	24	⊗	Unregulated	One month
 Germany	24	⊗	12 months	One month
 Ireland	24	⊗	Unregulated	One month
 Italy	24	✓	Unregulated	Two months
 Netherlands	24	✓	Unregulated	One month
 Poland	24	✓	Unregulated	One month
 Portugal	24	⊗	Unregulated	⊗
 Slovakia	24	⊗	Unregulated	Six weeks
 Spain	24	⊗	Same as initial commitment period	⊗
Sweden	24	⊗	Unregulated	One month

Contract termination















Article 105 EECC

Early termination of the contract

Termination after the
commitment period

Termination after changes in the
contractual conditions

Contract termination

	During commitment period	After automatic renewal	After changes in contractual conditions
Countries	Maximum compensation for early termination	Notice period to terminate the country (in days)	Time period for terminating the contract after notification
 Belgium	✓	⊗	Three months
 Croatia	✓	⊗	Two months
 Czech Republic	✓	30	One month
 Denmark	Unregulated	30	One month
 France	✓	10	Four months
 Germany	✓	30	One month
 Ireland	Unregulated	30	One month
 Italy	✓	30	Two months
 Netherlands	Unregulated	30	One month
 Poland	✓	30	One month
 Portugal	✓	30	One month
 Slovakia	Unregulated	30	One month
 Spain	Unregulated	30	One month
 Sweden	Unregulated	30	Three months

Switching IAS provider

Article 106 EECC

Information of end users














Recipient-led switching process

Refund of prepaid services

Line activation and loss of service

Slamming

IAS switching

Countries	Specific rules on information before and during switching process	Requirement for RO to lead the switching process	Maximum timeframe for activation of the service
 Belgium	✓	✓	⊗
 Czech Republic	⊗	✓	✓
 Denmark	✓	✓	⊗
 France	⊗	⊗	⊗
 Germany	⊗	⊗	⊗
 Ireland	✓	✓	⊗
 Italy	⊗	✓	⊗
 Netherlands	⊗	✓	⊗
 Poland	✓	Proposed	⊗
 Portugal	⊗	✓	⊗
 Slovakia	⊗	✓	⊗
 Spain	⊗	✓	⊗
 Sweden	✓	✓	⊗



Thank you!

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