Workshop on the application of rights of end-users in the EECC

The contract summary template

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Agenda

1. Introduction
2. Italian Regulation on Contract Summary Template
3. Application of the Rule
4. Main Elements of Summary Template
5. General Procedure
6. Types of Procedures
7. Contract Conclusion (In-Store)
8. Contract Conclusion (Internet)
9. Contract Conclusion (Phone)
10. Q&A Session
Italian Regulation on Contract Summary Template

Electronic Communication Code n. 259/03 – Art. 98-quaterdecies
24 Dec. 2021

Public Consultation on Contract (Resolution n. 89/23/CONS
28 Apr. 2023

Adoption of New Regulation (Resolution n. 307/23/CONS
3 Jan. 2024
Application of the Rule

Applies to:

• Consumers
• Micro-enterprises, small enterprises, or not-for-profit organizations, unless they have explicitly agreed to waive all or parts of those provisions
• Does not apply to larger enterprises

Applies to providers of:

• Publicly available electronic communications services other than transmission services used for the provision of machine-to-machine services
• Number-independent interpersonal communications services
Main Elements of Contract Summary Template

General information:
• Name, address and contact information of the provider and, if different, the contact information for any complaint;
• Main characteristics of each service provided
• The duration of the contract and the conditions for its renewal and termination;

Economic condition:
• The respective prices for activating the electronic communications service and for any recurring or consumption-related charges, where the service is provided for direct monetary payment;
• Indexation clauses;

Internet access services specifications:
• the minimum upload and download speed
• the speed normally available
• the estimated maximum upload and download speed

Accessibility for End-Users with Disabilities
• The extent to which the products and services are designed for end-users with disabilities.
General Procedure

- The contract Summary template is Free of Charge for Consumers
- It shall be provided to consumers prior to the conclusion of the contract
- The contract becomes effective after the confirmation of the contract summary template by Consumers
Types of Procedures
Contract Conclusion Methods

- Phone
- Internet
- In-Store
Contract Conclusion (In-Store)

- Summary Template Availability in Store
- Sales Assistant Guidance
- Confirmation of subscribers, typically by signing the summary template
- After this confirmation, the contract becomes Legally Binding
Contract Conclusion (Internet)

- Summary Template Availability during the process
- Confirmation of subscribers, typically by downloading the summary template
- After this confirmation, the contract becomes Legally Binding
Contract Conclusion (Phone)

- Summary Template Availability, typically by e-mail
- Delivery Method
- Confirmation of subscribers, typically by e-mail
- After this confirmation, the contract becomes Legally Binding
Q&A Session

Open Floor for Questions and Discussion