



AUTORITÀ PER LE  
GARANZIE NELLE  
COMUNICAZIONI

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

### **The contract summary template**

*Bruxelles, April 9 2024*

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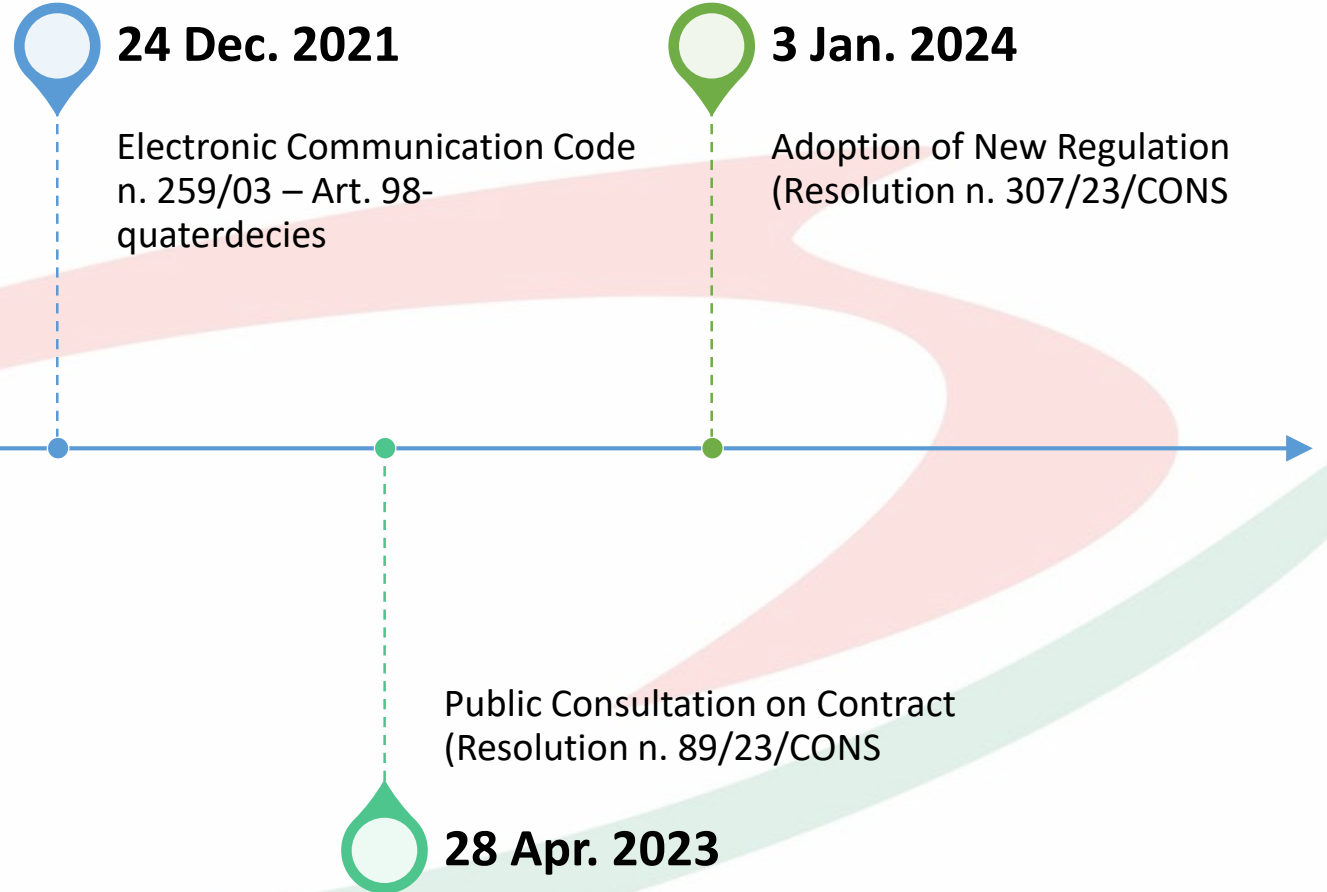
*Italian Communication Authority (AGCOM)*

# 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



# 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**

Provider Information

Service Characteristics

Pricing Details

Contract Duration and Renewal Conditions

Accessibility for End-Users with Disabilities

Internet Access Service Specifications

# 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