

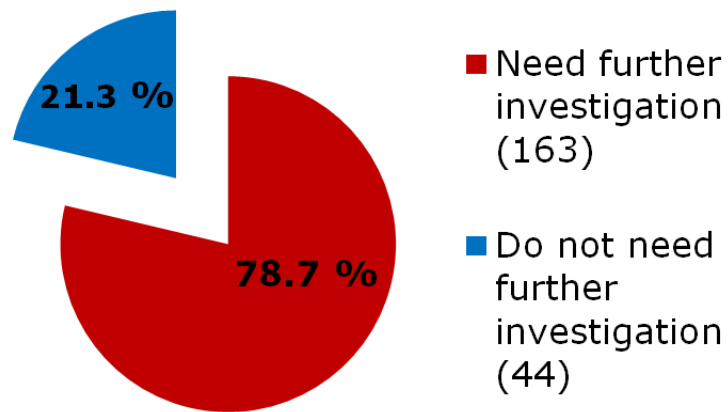


EUROPEAN COMMISSION

2017 - Telecommunication and other digital services sweep

The EU-wide screening of 207 websites offering among others, access to fixed or mobile telephony, internet, audio and video streaming, highlights that many of these websites do not provide clear information on the handling of complaints.

207 Websites checked



Problem	Example		%
Terms and Conditions	There is no link to the ODR platform	163	78,7%
	There is no system for dispute resolution described	84	40,6%
	Power to unilaterally change the terms of the contract or the service characteristics without information/justification	66	31,9%
	The limitation or exclusion of the provider's liability is not proportionate/ clearly explained or justified	45	21,7%

Problem	Example	%	
Contract performance	Information about subsequent compensation and refund arrangements not clear/truthful	52	25,1%
	Consumer is not provided with clear and comprehensible information on the automatic renewal of the contract	45	21,7%
Main product/service characteristics	Information on geographic coverage is unclear	34	16,7%

Problem	Example	%	
Price	The provider advertises some services of a package as offered for free or on discount, when in fact the service is a bundled package	104	50,2%
	There are elements of the price/ additional costs not <u>clearly</u> explained	28	13,5%
Information on the provider	Information about the trader's name/the geographical address of establishment/ telephone number/e-mail address is unclear	66	31,9%