

Press Release

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A ban on automatically renewable contracts is good news for consumers, Panel says

Responding to Ofcom's statement that it will ban automatically renewable contracts (ARCs) for residential and small business customers in fixed voice and broadband sectors, Communications Consumer Panel Chair Bob Warner said:

"This is really good news for consumers. It will prevent residential and small business customers getting stuck with fixed landline and broadband contracts that no longer meet their needs because contracts have been extended for another year without their active consent."

Ends

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NOTES TO EDITORS

The Communications Consumer Panel was established to advise Ofcom on the consumer interest in the markets it regulates. The Panel is independent and sets its own agenda.

Visit www.communicationsconsumerpanel.org.uk for more information.

To read Ofcom's statement on banning automatically renewable contracts for residential and small business customers in fixed voice and broadband sectors go to www.ofcom.org.uk