

**Law 44/2006, 29 December, improving consumer and user protection**

- 1) Prohibition of rounding-up prices, invoices to be emitted from 1 March 2007 in units of time effectively consumed. For telephone services the unit will be the second.
- 2) The consumer will be able to exercise their right to end a contract, in the way that it was commenced, without any penalty or burdensome or disproportionate charges.
- 3) The user has the right to be informed one month in advance of modifications that are to be changed in the contract. Thus, the right is recognised to end the contract without penalisation, in the case of non-acceptance of the new conditions.
- 4) In whatever information to the consumer about the price of goods and services, including advertising, the final full price must be stated.
- 5) In the case where a user decides to terminate the service before the minimum period agreed upon has expired, the contract will not be able to impose burdensome or disproportionate charges, such as the loss of quantities paid in advance, the payment of quantities for services not effectively provided, unilateral execution of the penal clauses that would have been set contractually or the fixing of compensation that does not correspond to the damages effectively caused.
- 6) The operator will only be able to deny portability if the user, at the moment of changing operator, has had the service cut due to non-payment of outstanding invoices.
- 7) The consumer information and customer attention services that companies place at the disposal of the consumer will assure that the company is aware of the complaints and claims.
- 8) For whatever claim regarding the right to terminate a contract contact the Telecommunications Users Attention Office of the Ministry of Industry, Tourism and Commerce (901.33.66.99 o [www.usuariostelego.es](http://www.usuariostelego.es)) or the Consumer Arbitration service corresponding geographically.
- 9) From 1 March 2007 modifications introduced by this law must be adapted in the contracts undertaken with consumers.
- 10) In the space of a year, from the entry in force of this law, the Government, with the approval of the Autonomous Communities through the Sector Consumption Conference and with a hearing with the Consumers and Users Council, will dictate a new regulation of the consumer arbitration service, also regulating the virtual arbitration. (Work is under way).