

Royal Decree 424/2005, 15 April, approving the regulation on conditions for the provision of electronic communication services, the universal service and user protection.

- 1) The main content of this Rule will be the development of title III and chapter I of Title II of Law 32/2003
- 2) The following are developed: The minimum content of the contracts (name or commercial name of the operator, telephone number, website, characteristics of the service, levels of quality of service, contractual period, causes and ways of termination of the contract, form of payment, right to disconnection of certain services (international calls, additional tariff numbers), compensation for temporary interruption of the service, information on the treatment of data of a personal nature, resolution mechanisms for legal disputes).
- 3) Breaches of the levels of quality of service are liable to compensation.
- 4) The contracting user will always retain the right to terminate the contract with a prior fifteen days' notice. In the case of breach there is no need to wait for the space of fifteen days, once the corresponding claim has been registered.
- 5) Any modification to the contract must be communicated one month in advance, and if this is not accepted, the contract may be terminated by the user without penalisation.
- 6) Invoices must contain in a clear and obligatory way, the concepts of prices that are charged for the services provided, the user having the right to obtain, after prior request, separate invoices for additional tariff services.
- 7) Functional access to Internet is universal, but does not necessarily have to be via broadband.
- 8) I have the right that my number appears in the telephone directory, but it is not obligatory that it has to appear.
- 9) As regards the procedure for the resolution of disputes, the user must first contact the operator's customer attention department and if in the space of a month they do not receive a reply or this proves to be unsatisfactory, they may contact the Consumer Arbitration Services of the Ministry of Telecommunications and Information Society, (SETSI) as the case may be.
- 10) Mobile telephone operators must attend the request for connection in the time stipulated in the contract, if this is exceeded the user must be compensated as is fixed in the contract.
- 11) Operators must place at the users' disposal a department or service specialising in customer attention, which is free of charge, and the consumer must be made aware of their complaint by means of a reference number allocated to their complaint.