

Question for written answer E-006998/2016
to the Commission
Rule 130
Sorin Moisă (S&D)

Subject: Disincentive actions against changing service provider

According to Article 30 of the Citizens' Rights Directive 2009/136/EC: 'Member States shall ensure that conditions and procedures for contract termination do not act as a disincentive against changing service provider.'

Customers can submit contract termination demands several ways e.g. customer service phone lines, web assistant or web forms, direct e-mails or post services. This variety of customer service assistance is nevertheless not effective, as seen in many complaints made by citizens. On the one hand, there is the inaccessibility of customer services phone lines, which also renders the service useless if there is no follow-up of the processed demand. And on the other hand, the absence of a confirmation message when submitting such a demand reduces the customer's ability to track the request or even to hold a proof of submission. This applies to requests made both by phone via customer service or by online forms.

1. Could the Commission detail what actions are considered disincentives against changing service provider? Could we consider the lack of confirmation when submitting an online termination demand to be a disincentive against changing service provider?
2. Does the Commission envisage specific guidelines or legislation to prevent operators making themselves inaccessible to customers wishing to end a contract?