

Reference: 02056728

Information Requests
information.requests@ofcom.org.uk

15 August 2025

Freedom of Information request: Right to know request

Thank you for your request for information about Ofcom's submission to government on whether consumers should be given the right to curtail an automatically-renewing contract.

We received this request on 18 July 2025 and we have considered your request under the Freedom of Information Act 2000 ("the FOI Act").

Your request

The Digital Markets Competition and Consumers Act 2024 was expected to strengthen consumer protection:

"Regarding restrictions on the timing of exits (b), the government's view is that consumers should be able to exit contracts at any time, including immediately after entering.."

It is understood that additional consumer protections in relation to subscription contracts is expected to commence in Spring 2026.

Ofcom knows that the industry relies, to a greater or lesser extent, on consumers entering into automatically-renewable contracts having steep price increases built-in.

For example, a B#20 broadband contract that after a minimum term of 2 years will rise 50% to B#30 a month.

CPs are of the view that introductory discounting is a legitimate form of promotion particularly now strengthened by Ofcom's requirement that they notify Consumers approaching the end of their minimum contractual term.

*Ofcom is also aware that CPs widely operate a maximum (sic) notice period that effectively bars or significantly obstructs consumers from entering into contract and serving notice in respect of the minimum contract term -- *simultaneously* while fresh in mind.*

I wish to understand Ofcom's submission to government on whether consumers should be given the right to curtail an automatically-renewing contract at point of sale thereby varying, at the outset, a contract offered as automatically-renewing to fixed-term.

Where may I find Ofcom's submission on this particular point please?

Our response

Ofcom did not submit a response to the government consultations on the subscriptions contract provisions that were included in the Digital Markets, Competition and Consumer ('DMCC') Act (Part 4, Chapter 2) and therefore we do not hold this information.

You may find it helpful to know that the provisions regarding subscriptions contracts in the DMCC Act (Part 4, Chapter 2) includes exclusions for some types of contracts as set out in Schedule 22. This includes contracts for the supply of services by a person who is bound by a general condition set by Ofcom under section 45 of the Communications Act 2003.

If you have any further queries, then please send them to information.requests@ofcom.org.uk – quoting the reference number above in any future communications.

Yours sincerely,

Information Requests

Request an internal review

If you are unhappy with the response you have received to your request for information, or think that your request was refused without a reason valid under the law, you may ask for an internal review. If you do, it will be subject to an independent review within Ofcom. We will either uphold the original decision, or reverse or modify it.

If you would like to ask us to carry out an internal review, you should get in touch within two months of the date of this letter. There is no statutory deadline for us to complete our internal review, and the time it takes will depend on the complexity of the request. But we will try to complete the review within 20 working days (or no more than 40 working days in exceptional cases) and keep you informed of our progress.

Please email the Information Requests team (information.requests@ofcom.org.uk) to request an internal review.

Taking it further

If you are unhappy with the outcome of our internal review, then you have the right to [complain to the Information Commissioner's Office](#).