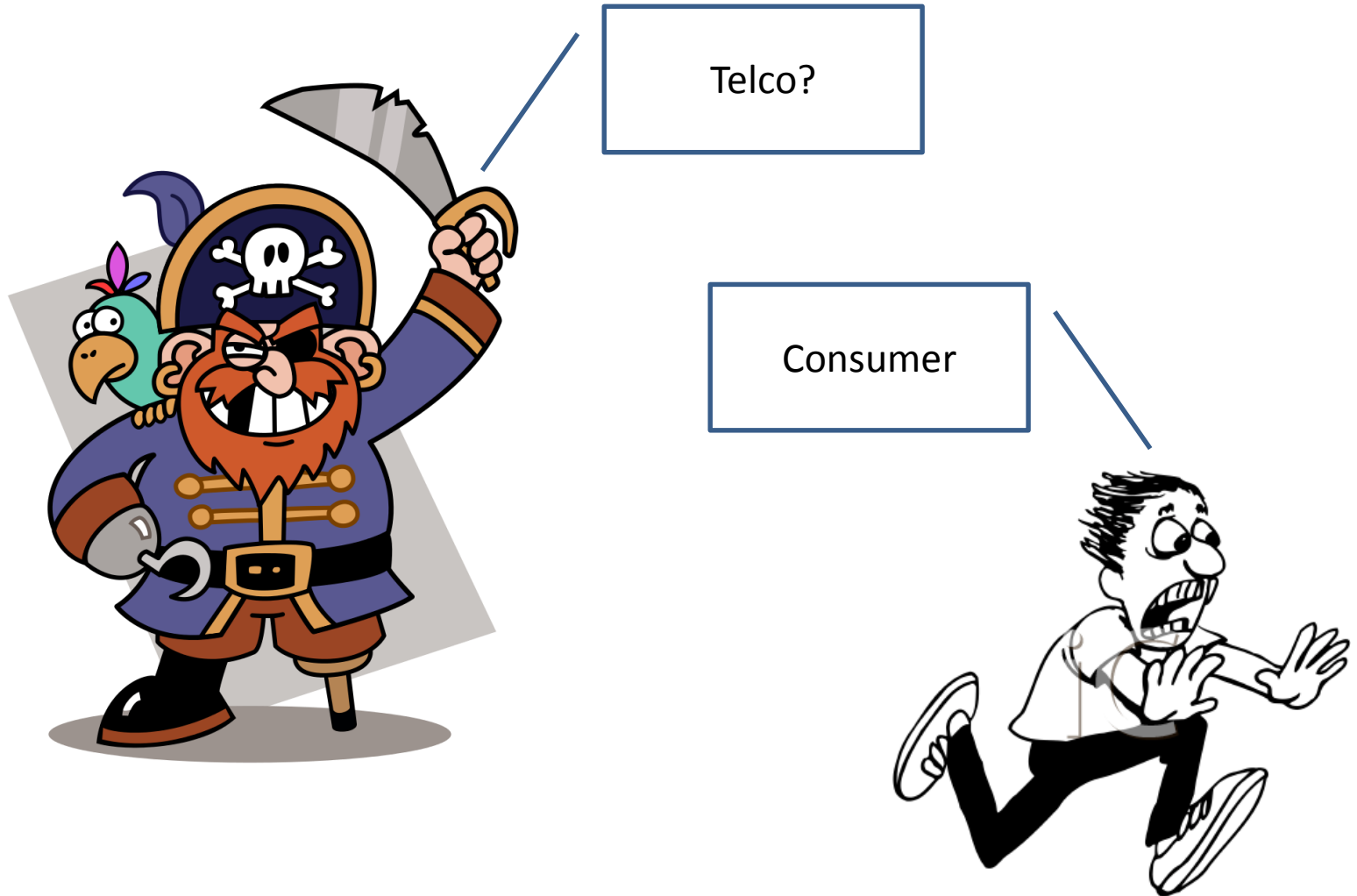


User Protection

Electronic Communications Code

Are Telcos really pirates?



What we need

We need transparency



IMPOSED BY LEGISLATION



We need to provide better information to consumers

WE MUST TRY HARDER

Portability and Switching Operator



Information to end-users, maximum commitment duration



EU harmonisation of end-user protection

