

## Your chance to win two prizes of £100 in Amazon vouchers

We're giving **you** the chance to win two sets of Amazon Gift Vouchers both worth £100 each!

All we want you to do is [submit a case study](#) telling us how being able to connect to superfast broadband, thanks to the work of the CSW Broadband Project, has benefited your household or your business. It will only take you around 5 minutes of your time to complete.

Submitting a case study is really helpful for us when we are applying for additional funding to take the fibre network even further - allowing us to help those living in areas that are still waiting to experience the benefits of superfast broadband.

For your chance of winning one of the two prizes up for grabs – simply [download the relevant case study template](#), fill it in and returned to us at [broadband@cswbroadband.org.uk](mailto:broadband@cswbroadband.org.uk) by **5pm on Friday 5<sup>th</sup> July 2019**.

All entries received by that deadline will then be entered into a draw, which will take place during the week beginning 8<sup>th</sup> July and the lucky winners will be contacted by either email or phone.

## Ofcom – End of contract alerts for UK broadband customers

Broadband, pay-TV, mobile phone and landline customers must be told when their contracts are about to end and also be informed of their providers' best available deals under new rules announced by Ofcom last month.

At present it is a fairly common practice for major telecoms providers to try and attract new customers by offering big price discounts on their first minimum contract term (lasting up to 12-24 months).

However, not all ISPs are clear enough about how much customers will pay after this initial term has ended. Consumers who remain with their provider and don't haggle for a better price after the minimum contract term has ended often end up paying more than new customers. Through the new system, Ofcom aims to help tackle this so-called "loyalty penalty" and help users avoid overpaying for such services.

Relevant companies have nine months to update their systems and must start sending out the notifications to existing subscribers from 15 February 2020.

Service providers will need to text, email or send a letter to their customers between 10 to 40 days before the end of their contract stating:

- the date their contract can be terminated without a penalty
- the price they have been paying
- any changes to the price or service that automatically come into effect after the date
- how much notice they need to give to cancel the deal
- the best alternative subscriptions on offer, including the prices charged to new customers

For those who are interested, the ISP Review's '[Ofcom Force End of Contract Notices for UK Broadband and Mobile](#)' article has further information regarding this.