

Title

Consumer in Contracts Concluded on the Electronic Communications Market.

Abstract

This diploma thesis *Consumer in Contracts Concluded on the Electronic Communications Market* deals with issues that every consumer might be interested in. Its aim is to make the reader familiar with the *de lege lata* status focusing on the protection of the rights of the distance contracts participants being consumers. Further, the dissertation deals with its intended amendment having been initiated by the Czech government and the *de lege ferenda* status. There is also a consideration whether the current level of regulation in place resulted from the act, the regulator and the EU has not exceeded a certain rational limit - in which case it would mean that the regulation itself has become non-efficient and could be regarded as a large further development barrier.

The dissertation also involves and mentions the most characteristic institutes which can be found in concluded contracts, e.g. contractual penalty, unilateral changes made by contract provider or withdrawal from the agreement. Such institutes - which cannot be construed as consumer friendly - are sometimes overused by the service providers and thus make the consumers unsatisfied and indignant.

As a source for the thesis, I used both domestic and foreign legislation, including available case law. The structure of the dissertation follows: the introduction, three principal chapters and the conclusion.

In the introduction paragraph, the author's ideas and motivation for choosing this thesis can be found. It also includes the main goals and the applied researched methods. The first chapter describes (i) the Czech Republic valid legislation, incl. the basic legal concepts related to this thesis, (ii) a brief introduction to the history of legislation, and (iii) an introduction to the European Union law which forms a platform for the Czech legal adjustments. The second chapter is mainly about the essential contractual provisions concluded with consumers. The third chapter which can be

described as being the most important part of the thesis deals with selected institutes widely used in the agreements concluded with consumers.

In the conclusion paragraph, there are some thoughts and considerations regarding this dissertation benefit and added-value assessment and the possible future research tied to this thesis.

Key Words

Agreement on Provision of Publicly Available Electronic Communications Services;
Consumer Contracts; Consumer.