



Department for
Science, Innovation
& Technology

Baroness Lloyd of Effra
Parliamentary Under Secretary of State
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Baroness Keeley
Chair
Communications and Digital Committee
House of Lords
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Dear Baroness Keeley,

Telecoms Consumer Charter

I am pleased to notify you and your committee colleagues that the Department for Science, Innovation and Technology is launching a Telecoms Consumer Charter on 12 February. This follows a joint roundtable scheduled today, 11 February, by the Chancellor and the Secretary of State with telecoms CEOs. This Charter is a set of voluntary commitments agreed with the major telecoms operators to strengthen transparency, empower consumers and improve support for those struggling to pay.

The Chancellor and Secretary of State will co-chair a telecoms industry roundtable with the CEOs of the major providers, and the CEO of the two trade bodies which represent a large number of smaller companies. This roundtable follows O2's unexpected price rises in October 2025, which raised questions about whether existing consumer protections were working as intended.

The roundtable will include an agreement on the Telecoms Consumer Charter which contains commitments on stronger customer protections including on mid-contract price rises. The roundtable will also be a chance to discuss with industry what investment challenges they are facing, and whether there is more government could do to support them.

The Telecoms Consumer Charter sets out voluntary commitments from telecoms operators to improve transparency, empower consumers, and provide additional support for those facing payment difficulties. Building on existing requirements set by Ofcom, the independent telecommunications regulator, the Charter will make information clearer and more accessible, strengthen trust and inclusion across the sector.

The Charter builds on Ofcom's requirements, including pounds and pence billing, end of contract notifications, best tariff notifications and One Touch Switching, and takes them further to ensure people get clear, fair and easily understandable information. It signals a shared commitment across industry and government to maintain public confidence in the telecoms market and ensure no one is left behind.

Broadband and mobile connectivity are essential to everyday life, supporting access to services, opportunities, and economic growth. The UK benefits from a highly competitive

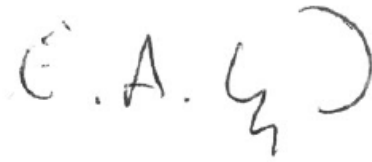


telecoms market, with prices that have fallen in real terms, growing data usage and strong value for consumers.

The Government remains committed to supporting industry to invest in our vital digital infrastructure, including through reducing regulatory burdens. As the committee will be aware, we recently launched a call for evidence on planning reform to support digital infrastructure deployment and I have laid a Statement of Strategic Priorities for telecommunications, the management of radio spectrum, and postal services.

I will place a copy of this letter and the Telecoms Consumer Charter in the libraries of the House.

Yours sincerely,

A handwritten signature in dark ink, appearing to read 'E.A. Lloyd', with a stylized flourish at the end.

Baroness Lloyd
Parliamentary Under Secretary of State at the
Department for Science, Innovation & Technology