

DIGI's information on the fee adjustment was unclear

Budapest, February 7, 2025 – The Hungarian Competition Authority (GVH) determined that DIGI failed to clearly communicate the conditions of its subscription fee increase effective 1 January 2023 and the inflation-linked adjustment effective May 2023. The company's commercial practices disregarded consumers' reasonable expectations, preventing them from forming an objective understanding of the fee increase implications. The GVH imposed a HUF 111 million fine for the infringement, ordered consumer compensation as undertaken by the company, which acknowledged the violation and waived its right of appeal.

In autumn 2023, the Hungarian Competition Authority launched a competition supervision proceeding against DIGI Távközlési és Szolgáltató Kft. (DIGI). The GVH had received multiple signals indicating that the company provided inconsistent and contradictory information to consumers regarding the subscription fee increase effective 1 January 2023 – implemented via the amendment of the general terms and conditions – and the subsequent fee adjustment applied from May 2023.

During its investigation, the GVH determined that DIGI failed to exercise due professional diligence in its commercial communications regarding the fee increases.

- In November 2022, DIGI simultaneously notified consumers of the subscription fee increase and the automatic inflation-linked adjustment rule – both incorporated into the general terms and conditions effective 1 January 2023, with the inflation adjustment applying from May 2023.
- However, the undertaking's communications failed to clearly distinguish these two distinct fee increases, presenting inconsistent and contradictory information to subscribers.
- DIGI may have given subscribers the impression that the loyalty period provided protection against both fee increases, even though the fee adjustment introduced by the amendment to the general terms and conditions also applied during the loyalty period.

During the proceedings, DIGI cooperated with the GVH, acknowledged the infringement, waived its right to legal remedy, and undertook to provide active consumer compensation. In consideration of these circumstances, the Competition Council of the GVH imposed a HUF 111 million fine and ordered fulfillment of the compensation, under which the company will credit the additional fees applied during loyalty periods – due to the May 2023 adjustment – to new subscribers who enrolled during the affected period and remain active DIGI customers at the time of refund.

The case reference numbers are: **VJ/25/2023**.

GVH Press

Further information:

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