

Chile revises billing format and complaint filing system

Chilean consumers will start receiving an improved telephone bill from fixed and mobile operators and will be able to file complaints on the phone. These changes are part of the latest attempt by SUBTEL, the Chilean regulator, to reduce billing complaints and improve their processing by telephone companies. In Chile, telephone operators are required to issue a telephone bill named “cuenta única” that includes standardized content.

According to SUBTEL, the updated billing document will enable consumers to have greater control over their expenses, as it includes an historical expense chart and list of blocked services. Recent opinion surveys and a public consultation conducted by SUBTEL revealed that consumers viewed the previous bill format as “overcharged, with unclear format, small print and difficult to read”. Telephone companies are required to begin using the revised format no later than 7 April 2005.

In addition, SUBTEL approved regulations that require telephone companies to handle consumer complaints over the phone and to issue a case identification number, which can be audited by SUBTEL.

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Source:

Compañías Deberán Atender Reclamos por Teléfono – SUBTEL, Noticia (6 de diciembre del 2004)

<http://www.subtel.cl>

Nueva Cuenta Telefónica Permitirá Mayor Control de Gastos a Consumidores – SUBTEL, Noticia (7 de diciembre del 2004)

<http://www.subtel.cl>