

Telmex's power sees limit

THE NEWS

MEXICO CITY - Starting next April, Teléfonos de México (Telmex) will no longer be able to suspend phone or Internet service for users with debts related to the purchase of goods such as tablets, computers, phones or satellite TV services also recorded on their monthly bills.

Adriana Labardini, a member of the full commission of the Federal Communications Institute (Iftel), said, "The new bill from Telmex and Telnor (Northwestern Telephone) will allow separate payment for telecommunications services (telephone and Internet) and for goods and services offered by the company and those from third parties."

She said Telmex and Telnor have a series of billing and charging relationships with third parties such as Dish,

whose satellite TV services are paid through bills from these telecommunications firms. Telmex and Telnor also sell technological products such as tablets and mobile devices.

While this may benefit the user, since he does not have to pay in different places with different bills, this has become a way to force the user to pay the full bill to prevent interruption of phone or Internet service, Labardi said.

"If a user buys, for example, a computer and cannot make the corre-

sponding monthly payment, they will face established consequences such as the application of an extra charge.

However, this will not be a reason for the suspension of their telephone line," she said.

To ease independent payment, the Iftel determined last March 18 that the new telephone bill format these companies will give their clients must include two bar codes, Labardi said.

"One will cover the payment of telephone and Internet, as a package or individually, as they were contracted. The other will cover all services provided by a third party like the purchase of products like tablets or computers," she said.



REUTERS PHOTO/EDGARD GARRIDO

Telmex cannot suspend services for users with debts related to tech goods purchases.

