

Órder ITC/912/2006, 29 March, regulating conditions related to the quality in the provision of electronic communication services.

- 1) Users have the right to obtain information as to the levels of quality of service, since operators are to place on their web site a section specifically related to the quality of the same service. This information must be free of charge.
- 2) May it be known that the Ministry of Telecommunications must include on its website, a list of the operators who publish levels of quality, as well as produce a general report with a summary of the quality of service data of the different operators.
- 3) Users will have the right to seek compensation corresponding to the breach of the quality undertakings, whose method of calculation will be specified in the contract.
- 4) End users of the telephone service available to the public will have the right to receive a detailed invoice, without affecting the right of the users to not receive detailed invoices, with the following being the minimum basic details:
 - Period covered by invoice
 - Fixed monthly rate
 - Other fixed monthly charges
 - Whatever non-recurring fixed amount
 - Details of all communications invoiced, excluding metropolitan calls, those of a tariff in a normal time period less than the equivalent of 3 cents per minute or those of a tariff in a normal time period less than 20 cents per communication, with the number, date, hour, length of call, rate applied and total cost of the call. Calls without charge will not figure in the invoice.
 - Data compiled in groups: metropolitan, national, international, mobile, additional tariff, should include the number of calls made, the total number of minutes and the total cost of each group.
 - Total amount invoiced
 - Total VAT or equivalent tax to be applied.
 - Total cost of the invoice, including tax.
 - The contents laid down in art 8 of the Order PRE/361/2002 (detailed in its document).

If the requirements on quality of invoicing are not fulfilled, the user is to contact the customer service department of the operator. If in the space of one month the user does not receive a reply or this is unsatisfactory, the user may go to the Consumer Arbitration Service or the Ministry of Telecommunications, as the case may be.