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Carta registada

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Subj. — Complaint.

Dear Sirs,

(...) Please consider, about “Mobile”, (...) the amount to pay of 86,02 € for Net Mobile Zero, which I think is excessive.

The amount above corresponds—I am not discussing it—to a certain Internet traffic. What I think is damaging, as a consumer, is the opacity of the counting procedure, of which the consumer is not aware (a disguised one-arm bandit).

Remark that—**after** an already considerable traffic—I received an SMS from the company, warning me of an unusual (for my typical profile) expense (75 €).

Sending SMSs looks to me, otherwise, a tricky (and clearly obsolete) method to contact a user who is, then, precisely, using the Internet. The fact that this complaint can only be sent by mail or fax means, also, not only obsolescence of means—and you are a communications company!— but also little or no disposition to listen to the customer.

Thus, I ask that you analyse this case, so that a reasonable reduction can be made, in the interest of clarity, which, in the future, deserves a better treatment.

I await your news.

Regards,