

## Press Release Number 51/2015

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### **IFT AND PROFECO PRESENT "SOY USUARIO" AN ELECTRONIC TOOL THAT WILL RECEIVE AND ALLOW THE MONITORING OF NONCONFORMITIES FOR TELECOMMUNICATIONS SERVICES**

- It will allow both institutions to exchange information automatically, to plan and coordinate joint actions in defense of the rights of users
- If the user-consumer is not satisfied with the response received from her/his service provider, through the platform "Soy Usuario" her/his case will be referred to Concilianet or to Profeco Delegation
- The concessionaires will deliver to those who hire their services, a letter containing their minimum rights as users, determined by the IFT and Profeco

The Federal Telecommunications Institute (*Instituto Federal de Telecomunicaciones*, IFT) and the Federal Attorney's Office of Consumer (*Procuraduría Federal del Consumidor*, Profeco), fitted out the shared electronic tool called "Soy Usuario" which allow users-consumers of public telecommunications services to bring disagreements against concessionaires and authorized when they feel their rights have been violated.

The tool, which is part of the commitments convened in the Cooperation Agreement and Actions Conclusion held by Profeco and IFT, at this early stage, will allow to users and consumers to receive a quick and accurate response to their complaints, to check out the status of them and give them a timely follow.

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"Soy Usuario" will be available on the Profeco and IFT web sites. The disagreements entering through the tool will reach the Institute and Profeco so they can consult the complaints, the concessionaires' responses and advise the consumers directly for the effective protection of their rights.

In the same way, "Soy Usuario" will be connected and linked to "Concilianet" the Profeco's mechanism for dispute resolution online, which will facilitate the start of the conciliation procedure before the institution if the user-consumer is dissatisfied with the attention she/he received from the company that provides the service. If a provider is not part of Concilianet, the information reported by the consumer user will be sent to the corresponding Delegation.

In the same vein, the IFT and Profeco determined the minimum rights of users of public telecommunications services recognized in the Federal Telecommunications and Broadcasting Law (LFTR), Federal Consumer Protection Law (LFPC) and other legal provisions.

As a result, and in compliance with the LFTR, authorized and concessionaires must submit to those who hire their services, the Minimum Rights Charter of Users of Telecommunications Services. The Charter, in addition, must be permanently broadcasted on the websites of the concessionaires and service providers. The user can review in the chart entitled, among others:

- That the rates offered are respected, those must be registered before the IFT.
- To not receive calls from suppliers to promote or sell services or packages, unless the user specifically agrees in.
- The bonus if the service received is not provided in accordance with the quality and conditions agreed in the contract or by failure or improper charges.
- To have a specific application, equipment or devices that have features, programs or applications that allow accessibility to people with mobility, visual and hearing impairment.

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- That the facilities or customer service provider, are provided with accommodations, modifications or means of accessibility.
- Report to the operator through expedited procedures, the loss or theft of mobile equipment, to immediately suspend the service.
- Present dissatisfaction and complaints to the IFT and Profeco, for any breach of the provider.
- Representation in collective action at the failure of a supplier.

Users can also consult their minimum rights on the IFT [www.ift.org.mx](http://www.ift.org.mx) and Profeco [www.profeco.gob.mx](http://www.profeco.gob.mx) websites. Also, any doubt about their rights or the implications of these, they can contact both institutions.

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The Federal Institute of Telecommunications (IFT) is the autonomous body entrusted with the regulation, promotion and supervision of the efficient performance of broadcasting and telecommunications sectors in Mexico, and also exercises, in exclusive manner, the authorities in matters of economic competition of such sectors pursuant to the Decree whereby several provisions of Articles 6, 7, 27, 28, 94 and 105 of the Political Constitution of the United Mexican States are amended and supplemented in telecommunications matters, published in the Official Gazette of the Federation on June 11<sup>th</sup> of 2013.

Media Relations Department  
Insurgentes Sur 1143 1<sup>st</sup> floor, Col. Nochebuena,  
Benito Juárez. C.P. 03720  
50 15 40 21 and 50 15 42 00  
[www.ift.org.mx](http://www.ift.org.mx)