

December 30, 2009

Press Release

Further step in implementing proper disclosure policy regarding phone bills:

On January 1, 2010, enters into force the second and essential phase of the consumerist reform led by MoC for the clarification and transparency of phone bills.

All telecom operators (fixed, mobile, international) will be obliged to specify customer's consumption patterns on their phone bills from January 2010 onwards, with a complete and simple presentation of quantity and payment totals per calls, text messages, mobile Internet usage, and more

The entry into force of the second phase of the phone bill's proper disclosure reform obliges the companies to provide, on private customers' phone bills, further details beyond those that have been provided so far regarding consumption patterns. The information should assist customers in choosing the calling plan most worthwhile for them, per each of the companies.

The specification must include the following data:

Fixed payments (independent of usage), varying payments (per usage), one-time billings, refunds, general information about the specific tariff plan according to which the subscriber is billed, the payment required should the subscriber like to terminate the contract before the agreed termination of the contract or the tariff plan obligation, and more.

On September 15, 2009, entered to force the first phase of the reform, which required the companies to indicate, on the phone bills, the duration of the obligation period and its termination date, as well as the payment required from the subscriber to pay should he or she decide to terminate their contract before that date.

The rules set by the Ministry of Communications regarding proper disclosure on phone bills, are relevant to the private sector alone, and will apply for all telecom operators providing fixed, mobile or international telephony services. These rules will be specified accordingly on the licenses of all these companies.

It should be emphasized that business customers are entitled to ask the companies to have their phone bills presented in the same format as that of private customer bills; whenever such request is made, the company must start sending phone bills to that customer under the requested format, no later than two billing periods from the time of the request.

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