

## Claims against e-communication services

### Do you disagree with a billing statement from your operator?

Do you disagree with an invoice from your operator, because you are sure, that you have not made a call in the stated period? Have you ordered a service, which was unavailable, or you could use it only partially? Raise a claim!

It is advisable to raise a claim in a **written** and **demonstratable way** (e.g. sending a registered letter or delivering it personally to the store with an acknowledgment of receipt).

### Step by step

Raise a claim not later than 2 months after receiving a billing statement → Wait for a response from the operator (within 1 month) → The claim is accepted (the operator favoured your claim) X The claim is not accepted or I did not receive a response → Deliver Objection to a claim settlement to CTU (within 1 month of receiving a response) → Pay the charged fee or submit a proposal with CTU to postpone the maturity date until the end of the inspection

State in the claim your identification data, the description of the problem and what you are claiming. Provide as many evidences as possible.

### The deadlines

The operator must handle your claim without undue delay, i.e. within 1 month after receiving the claim at the latest. Only in exceptional cases, such as obtaining required information from foreign operators, the deadline is extended to twice.

Ideally, the operator will favour your claim and will return the price differential or adjust the setting of the service and lower the price for a period, when it was unavailable. However, the situation is not always favourable.

### Are there other options of a defence?

In case your claim is declined, there are other options of defence. You can submit an objection to a claim settlement with the CTU.

You have also the right to demand a refund of costs within the administrative proceeding (e.g. representation by a lawyer, postage, mileage, etc.) The refund is usually provided only when the appellant is successful.

Despite the claim against the billing statement, or the objections to a claim settlement, you are obliged to pay the charged fee. However, you can request a decision from CTU to suspend the effect of the claim. In such case, it is possible to pay for the invoice after the final decision of CTU.

#### Where you can raise a claim?

- With T-Mobile in a written form in the client centre (Tomíčková 2144/1, 148 00 Prague 4), by e-mail to [info@t-mobile.cz](mailto:info@t-mobile.cz), or personally in any branded store.
- With O2 in a written form at O2 Czech Republic, Reklamační oddělení, Za Brumlovkou 266/2, 140 22 Prague 4 – Michle, or personally in any branded store.
- With Vodafone in electronic form on the Vodafone websites, in a written form at Vodafone Czech Republic a.s., Reklamační oddělení, nám. Junkových 2, 155 00 Prague 5 or personally in any branded store.

## Objection to a claim settlement – template

Name, Surname  
Contact details

Defendant  
Name of the company (operator)  
Seat, TIN

### Objection to a claim settlement

On 11 June 2020 I received a billing statement No. 12345 to an amount of 1 125 CZK in relation to my telephone number XXX XXX XXX from company XY. I raise a claim, as I do not agree with the amount of the billing statement.

According to a detailed statement I have supposedly made 3 foreign calls (to Turkey) on 20 May 2020 at the amount of 430 CZK. I am not aware of any foreign calls made on the stated date, I do not know the number called, I do not have any contacts in the stated country, and I confirm, that any other person made a call from my mobile phone.

Company XY declined my claim on the grounds that the cause was inspected and according to their record, the calls had been made. I was notified about the result of the claim settlement on 2 July 2020. I claim my right to object to a claim settlement in the legal deadline of one month.

I propose the Czech Telecommunication Office decided, that the defendant is obliged to pay in favour of the appellant wrongly charged amount of 430 CZK including costs.

.....

Signature

#### Attachments:

Copy of a billing statement dated ...,  
Refusal of a claim dated ..... *place, date*

## Claim of a billing statement from the operator – template

Name and surname  
Contact details

Name of the operator

Address

Place, date

### Claim of a billing statement of electronic communication services

On 11 June 2020 I received a billing statement No. 12345 to an amount of 1 125 CZK in relation to my telephone number XXX XXX XXX from company XY. I raise a claim, as I do not agree with the amount of the billing statement. According to a detailed statement I have supposedly made 3 foreign calls (to Turkey) on 20 May 2020 at the amount of 430 CZK.

I am not aware of any foreign calls made on the stated date, I do not know the number called, I do not have any contacts in the stated country, and I confirm, that any other person made a call from my mobile phone.

In accordance with 64(7) of the Act No. 127/2005 Col., on electronic communications, I hereby exercise my right to raise a claim against the billing statement. I request an inspection of provided statement and return of the charged fee of 430 CZK, which I have already paid, to my bank account no. 123456789/XXXX until 30 days after the settlement of the claim.

With regards

.....

Signature

#### Attachments:

Copy of a billing statement no. 12345