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PLATFORM "I WANT TO EXIT" IS IMPLEMENTED TO SPEED UP THE TERMINATION OF CONTRACTS WITH TELECOMMUNICATION PROVIDERS

On June 11, 2020, the Ministry of Transport and Telecommunications, the Ministry of Economy and the National Consumer Service ("Sernac") announced the implementation of the "I want to exit" platform, in order to enable telecommunications users to terminate contracts with telecommunications service providers in an expeditious manner.

The initiative, which had already been announced during December 2019, will allow telecommunication users to terminate their contracts through four simple steps, these are: (i) enter at the web page www.sernac.cl; (ii) access to the mini-site "I want to exit"; (iii) complete the form related to the contract to be terminated; and (iv) generate the request.

Once the request for termination of service has been entered into the system by the user, companies will have a period of one day from the notification of the request in order to terminate the respective contract.

Although the initiative does not mean any modification to the provisions of article 26 of the Telecommunications Services Regulations, it does facilitate the exercise of the right provided in the aforementioned article so that users may terminate their telecommunications services contracts at any time, and are not prevented for doing so by external circumstances such as the Covid-19 pandemic.

Authors: Alfonso Silva; Eduardo Martin

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Carey y Cía. Ltda.
Isidora Goyenechea 2800, 43rd Floor.
Las Condes, Santiago, Chile.
www.carey.cl