

# UK TELECOM CANARY ISLANDS

The NUMBER ONE in Spain



Dear Members of UK TELECOM,

July 2010

Nearly 10 years ago we founded UK TELECOM to offer a low cost call service to combat the expensive and poor service of Telefónica who had, over the previous years, not offered an acceptable level of customer service satisfaction. However, unfortunately, due to the ongoing monopoly of the line rental by Telefónica, with their basic fee/ charge we had to remain with the ex-monopolist. **Now this has ended and belongs in the PAST!**

### The advantages for our 60,000 members:

- Everything from one supplier (Land line, Mobile, ADSL)
- English speaking customer care
- Problems solved within 48 hours (from receipt of report)
- More service for less money
- No contracts
- Fully detailed invoices in English

### The costs:

The basic monthly charge with:

- Answering service
- Call waiting service
- Phone number identification
- Also from waiting call
- Phone number diversion

only 15-45 euros

Telefónica charges for the same service

16-49 euros

Our installation fee is

only 10-00 euros

### **And the VERY BEST NEWS:**

### **Never again an invoice from Telefónica!**

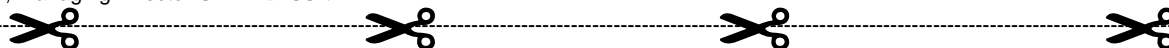
For calls to the U.K. and many other European landlines you pay just **3-9 cents/min.** – almost **20 %** less than at present, and on Saturdays it still costs only **2-9 cents/min!** All calls are charged pro rata by the second from the start of the call.

To enable us to take over the rental of your landline, please complete and return the application form **linea UK TELECOM** (two copies for UK TELECOM, one copy for Telefónica) **to us**. If you return it by e-mail, please post the original to us. We need to retain your **signed original** instruction in order to carry out your request. The transfer to us will take up to 10 days.

**I do hope that you will welcome this opportunity to relieve your Telefónica headache.** I stress headache, because they have often been linked to pains in other areas of the anatomy, and we do try to be polite!!!

With best wishes for a **sunny July**,

John Woodford, Managing Director UK TELECOM



## FOR FRIENDS UK TELECOM MONEY SAVING APPLICATION

I want to leave Telefónica/Movistar! Please send me an application form for **linea UK TELECOM**.

Name \_\_\_\_\_ Surname \_\_\_\_\_ D.O.B.

Street \_\_\_\_\_ Company \_\_\_\_\_ C/. Perez Zamora 15

ES-38400 Puerto de la Cruz/S.C. TENERIFE

Tel.: **922 384 255** Fax: **922 384 336**

Tel.: **928 145 334** Fax: **928 146 984**

e-mail: [service@uk-tele.com](mailto:service@uk-tele.com)

website: [www.uk-tele.com](http://www.uk-tele.com)

Area Code \_\_\_\_\_ City \_\_\_\_\_ Province \_\_\_\_\_

Passport- or Residencia- or Tax-No: \_\_\_\_\_

Phone/Fax: 1.           2.         e-mail: \_\_\_\_\_

I (name of account holder) \_\_\_\_\_ accept the general terms and conditions (T&C) of UK TELECOM S. L. (CIF: B-57165250) to charge to my account with all charges relating to calls and authorise them to collect from my account all costs resulting from the use of their service.

**Please inform your Bank:** Yo acepto los terminos y condiciones generales y autorizo a UK TELECOM S. L. a cargar en mi cuenta todas mis llamadas efectuadas con la empresa.

Name of Bank \_\_\_\_\_ Account-No. (20 digits): \_\_\_\_\_

Entidad     Oficina     DC   Account Number

### CREDIT CARD

Visa  Mastercard  American Express No.             CVC   Valid until

PREPAGO (credit cards only)  25€  50€  75€  100€  Optional amount from 101€

Herewith I terminate my present **1051** and **1052** Service with \_\_\_\_\_ for Phone/Fax No: \_\_\_\_\_ to make use with UK TELECOM S. L. Por la presente les comunico que sirvan dar de baja el servicio contratado con **1051** y **1052** de la empresa \_\_\_\_\_ en las siguientes lineas telefonicas \_\_\_\_\_ y proceder a darlas de alta con UK TELECOM S. L.

City \_\_\_\_\_ Date \_\_\_\_\_ Signature \_\_\_\_\_

Recommended from (Telephone Number):

**0710**

In accordance with the Law of Constitution for the protection of private data 15/1999, dated the 13<sup>th</sup> of December, we advise you that your declared data will be used by UK TELECOM S.L., Deutsch-Canarische Telefon-Gesellschaft S.L. or Deutsche Telefon-Gesellschaft S.L. only for the purpose of the connection and the administration for the provision of our services. We are also obliged to inform you that you have the right to access this information, correct it, cancel it, or dispute it. Should you wish to exercise any of these options contact us at 07200 Felanitx, C./ d'ets Horts 28 or at 38400 Puerto de la Cruz, C./ Perez Zamora 15. UK TELECOM S.L., Deutsch-Canarische Telefon-Gesellschaft S.L. or Deutsche Telefon-Gesellschaft S.L. will not be held responsible, in any circumstances, for the accuracy, truth and correctness of the registered data. It is your responsibility to inform UK TELECOM S.L., Deutsch-Canarische Telefon-Gesellschaft S.L. or Deutsche Telefon-Gesellschaft S.L. of any changes.