

Important Message for Puerto Rico Customers

MetTel is Just a Call or Email Away

MetTel wants to promptly address and efficiently resolve questions or issues about your service. Call us toll-free or send us an email for matters regarding customer care, billing, sales, maintenance, or any other concerns, as follows below.

The Puerto Rico Telecommunications Bureau (NET) has asked all utility companies including MetTel, to provide our customers with the following information:

RIGHT TO OBJECT TO YOUR BILL

By disposition of Laws 213 of 1996 and Law 33 of 1985, any customer has the right to file a claim with a telecommunications company about all or part of their bill. You will have up to twenty (20) days from sending the invoice, to pay or object to the charges contained in it.

First, you must object and/or request an investigation into your bill with Metropolitan Telecommunications of Puerto Rico, LLC by calling **Customer Care, Toll-Free at 1.800.876.9823**. Service Associates are available 24 hours a day, 7 days a week for billing inquiries, technical or repair issues, moves and other service matters. For billing inquiries and other non-urgent service matters you may want to send us an email by writing to customerservice@mettel.net. Please be sure to include your account number. You can also visit our website at mettel.net.

If you are not satisfied with the determination of Metropolitan Telecommunications of Puerto Rico, LLC, upon your objection, you will have a term of up to twenty (20) days to request a reconsideration of the determination. If you do not make the payment or have not objected to your invoice within the term of twenty (20) days; Metropolitan Telecommunications of Puerto Rico, LLC may start with its internal procedure to disconnect the service for lack of payment. **The objection of a charge does not relieve you of the payment of the charges not objected to.**

Puerto Rico Telecommunications Bureau (NET)

If you do not agree with the determination or the result of the company's investigation, or if the company failed to comply with any of the terms provided by law/regulation, it may file a review before the Telecommunications Bureau within a term of up to thirty (30) days from the final determination of the company. To request a NET review, you can do so (1) by accessing our website at <https://jrtpr.pr.gov/servicios/radica-una-querella/> (2) by calling 787-756-0804 or 787 -722-8606, (3) by sending an email to: querellas@jrtpr.pr.gov, (4) sending a letter to: Complaints Division, NET, 500 Ave. Roberto H. Todd, Santurce, PR 00907-3941 or (5) visiting the NET offices located at 500 Ave. Roberto H. Todd in Santurce, PR.

Independent Office of Consumer Protection Agency (OIPC)

OIPC educates, guides, assists and represents the consumers of the telecommunication services in Puerto Rico. If you have any situation with telecommunications provider, you can contact the OIPC at 787-523-6292, or by writing to the Independent Office of Consumer Protection, 500 Ave. Roberto H. Todd, San Juan, PR 00907-3941, by email at info@oipc.pr.gov or by visiting our offices located at 268 Ave. Munoz Rivera, Suite 702, Edif. World Plaza, San Juan, PR 00918-1925, from Tuesday to Friday from 7:30 a.m. to 4:00 p.m.