

Category: ETECSA

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Written by Equipo de Producción Nacional

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**Requests for new services, modifications or cancellations of existing ones:** They will be made by means of an official letter from the entity, signed by its maximum representative or, failing that, by the person officially authorized by it for these purposes.

**The letter must contain:**

- Official name of the entity.
- Organism to which it belongs.
- Entity address.
- Mailing address of the service invoice.
- Bank account.
- Code / registers (REEUP, REEANE, others).
- NIT code.

In the case of basic telephone service, in addition to the above data, the letter must contain:

- Private status or not in the Telephone Directory.
- Phone location address.
- Activity or department where the service is located (telephone).

**Documents to present when an entity leaves its services in favor of another:**

- Official letter from the entity requesting the transfer of services, certifying the transfer, with the details of each service, the name and address of the receiving entity and the person responsible for the debt, if it exists.
- Official letter from the receiving entity certifying the acceptance of the services, whether or not to assume the debt of the same and the detail of each service, relating: correct name of the Organizational Unit to which each service corresponds, activity carried out in each of the premises where the services appear to update the Telephone Directory.
- Details of each service.