PRESS RELEASE
14/1/2020

PIONEERING MEASURE IN THE SECTOR IN PORTUGAL PROTECTS CUSTOMERS
NOS STOPS CUSTOMERS SIGNING UP TO WAP BILLING SERVICES

As from today, NOS will not allow the use of balances or invoices to activate new services, such as Wap Billing, a measure that aims at increasing the protection of its customers, as well as providing transparency for the services it provides.

Wap Billing is a service that allows customers of telecommunications operators, who have a mobile phone and active mobile services, to make payments for services and digital contents provided to third parties via internet pages. Customers can sign up to services or video contents, games, wallpapers, astrology, adult contents, among others, using their balance or invoice to pay for the transaction, depending on whether they are pre or post-paid customers, respectively.

This service has been the object of fraud, carried out by third party entities, which have caused harm to NOS customers, despite the fact that the operator has always reacted by deactivating the fraudulent subscriptions and returning any sums unduly paid by customers.

NOS believes that at present there are contents of equal or better quality available via other channels, such as app shops and stores, which allow the customer greater control over costs and a better experience of signing up to and using them.

According to Luís Nascimento, Board Director of NOS, “NOS has taken a strategic option to prevent customers signing up to these kinds of services that are very often subject to hard selling techniques and which have led to subscriptions being taken out subject to conditions that are not at all clear. NOS is proud to be the first operator in Portugal and one of the pioneers worldwide to take this step voluntarily, in the quest for the safety and protection of their customers, thus putting an end to a significant reason for customer dissatisfaction and a high number of complaints.”

This decision applies to new subscriptions to services of this kind, so that NOS customers, who have Wap Billing services at the moment which have been voluntarily signed up to, will continue to be able to use them as they have done up till now.

Via the customer help lines and the customer area on the nos.pt website, NOS customers will have access to the full range of resources to support current subscribers to these services to manage or cancel them. These resources are also available on the webpage “nos.pt/gestao-subscricoes” with step by step instructions to manage these services.

About NOS

NOS is the biggest communications and entertainment group in Portugal. It offers latest generation fixed and mobile phone, television, Internet, voice and data solutions for all market segments. It is leader in Pay TV, new generation broadband services and in cinema distribution.
In the business segment, it has positioned itself as a sustainable alternative in the Corporate and Mass Business segments, offering a broad portfolio of products and services with tailor made solutions for each sector and for businesses of different sizes, complementing its offer with ICT and Cloud services.

NOS is part of the main Portuguese stock exchange index (PSI-20), and has more than 4.8 million mobile phone, 1.6 million television, 1.8 million fixed telephone and 1.4 million fixed broad band Internet customers. For more information, go to: http://www.nos.pt/institucional