

More Telefonica problems

Dear Editor

I recently read in *Island Connections* about someone having problems with Telefonica with regards to not receiving invoices, which lead them to being cut off as they had not paid for the service they received.

I have suffered this problem too. After being cut off I contacted Telefonica on their 1004 number and explained what had happened. They sent me a bill for over 300 euros – this included being invoiced for September and October when I had had no service from them at all as I had been cut off. The bills also detailed that I owed them 148 euros for my first month of service. This was impossible as my connection fee etc was free as I had ordered their service online. I rang the 1004 number to explain and got nowhere fast so I sent them an email detailing the catalogue of errors. I received an email back from them saying that they would knock over 150 euros off the bills. But this still left 148 euros owing for the first month. Again I sent them an email and explained that the connection fee was free as I had signed up online. I have now received another email from them stating I had not signed up online so the bill of 148 euros stood.



I emailed them proof that I signed up online, but this plea seems to have fallen on deaf ears. I now get absolutely no joy by either ringing up the 1004 number or emailing them.

I absolutely refuse to pay the 148 euros for the connection, as I do not owe this money. But I cannot ever see a day when I am reconnected. The service offered by Telefónica is absolutely appalling. When will another operator come on the market and give us more choice?

J WALLACE
PUERTO DE LA CRUZ

Palm Mar bus service

Dear Editor

Palm Mar needs a bus service – initially just a few a day until the resort develops, which hopefully shouldn't be too long. Residents use their own transport, but it is holiday makers who need this service. People staying outside Palm Mar would visit and spend, surely this must be good for those investing in shops, cafés, etc.

TITSA, please give this your consideration.

THANK YOU
R HUTCHINS, PARAISO DEL MARCH

2011 election posters?

Dear Editor

I'm one of those ex-pats who likes nothing more than a good old fashioned election, with canvassers (not too many of them here) and pamphlets and posters, and taking bets on how empty the promises are and how soon the mighty fall post-election. I am registered to vote here in local elections and did so in May (by the way, excellent coverage pre-election *Island Connections*).

Now the gripe. I know from working with political campaigns back in the UK that there is a time limit to how long a poster can stay up after the elections, with fines and sanctions for the parties who don't take down their publicity in time. I wish the same rule applied here.

I work in Las Chafiras and am sick and tired of the large poster for one of the parties that is still up as you drive up the road from McDonalds. And I know that until very recently there were also posters still up in parts of Santa Cruz. Why, and who is responsible? This is a form of pollution, rubbish, and apart from anything else can't be good publicity for the people appearing in the posters. After all, you know what they say about familiarity...

YOURS ETC
JOSEPH GILES, COSTA DEL SILENCIO

Clean up

Dear Editor

Can someone please explain how a council in the south where a lot of the business is done on a Sunday and Saturday night can contract a rubbish collection company which doesn't work Sundays? It is any surprise that our tourists and residents have a vision of Tenerife with overflowing rubbish containers? They are all busy telling us what time we should put the rubbish out, but what does that matter if no-one is going to come by and pick it up for two days? Let's have some common sense for a change in the council.

FED UP, COSTA ADEJE



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