

How to Loose your Money With Skipein Brazil

Contributed by Admin
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I'm a Brazilian user who believes in technology. 36 years old, I started to use networks before the internet age (BBS systems, for the youngers). Normally I'm always a beta tester of any new technology and like to stay aware about the new gadgets of the market. In other words. I'm an onlince citizen.

Regarding Skype, I delayed any attempt to test or use it, since I got no good references of it in the beginning. Until yesterday.

Yesterday, I received an email about the new skipe full of new features. I believed in it. Specially in the only portion of the software that would have any benefit to me: Skypeln. At a first glance, it seemed to me an excellent proposal, with an attractive price. As soon as I payed, i received my new number and the message that it would be available and already functional.

Well, my dreams became nightmares faster than the Skype answer. It wasn't working. No matter from which phone (normal or cellular) the answer was "..the number doesnt exist...".

After some research (that I confess that if I had made it before, I would never have signed the service), I found that Skype Brasil is being represented by www.transitbrasil.com.br... I i knew it, I would never have signed with Skype. How could they choose such company?

Just to start. Even aware of the Transitbrasil bad fame, I gave them a chance and tried to register a complain asking for a solution to my problem. The fame became reality fastly. The attendant barely heard my first words about "...i have a problem with sky..." and interrupted me saying that "...my computer is down, please call another time..."... Only after some insistence by my part, the operator gave up and agreeded to assist me, giving the promisse that it would be solved in hours and that I would receive a calling from their technicians.

PROBLEMS:

- a) I received no answer, by email, by phone or whatever;
- b) transitbrasil violates ANATEL rules (Brazilian agency on communication). They are bound to give a Track Number for each complain and register it, to be verified by ANATEL;
- c) The number simply doesn't work, and, according with many blogs I've read, in the best case, it wont be able to receive callings from no Cellular numbers. Skype DO NOT LET USERS AWARE OF IT.

So, at this point I have to question: Is that a service or a SCAM?

I wont waste my time with it, and I hope that the brazilian market be aware of such incompetence and disrespect with the most basic consumerist rights.

In simple words: Do not waste your money and time with Skypeln Brazil