



BASIC CONSUMER RIGHTS FOR REFUGEES AND IMMIGRANTS

HOW TO CHOOSE A PLAN

- Take your mobile usage into account: how many calls you expect to make, and how much internet you plan to use.
- Think about how much you want to spend on a mobile plan each month.
- Compare the options available in the market.

GENERAL GUIDELINES

Read offers carefully. Keep promotional brochures, contracts, and receipts.

Pay close attention to the contract terms, especially clauses regarding cancellation and possible penalties.

Check that the charges on your bill match the plan you selected and your actual usage.

If you have any questions, contact the service provider. If the issue is not resolved, you can reach out to Procon-SP for assistance.

USEFUL CONTACTS:

Anatel - phone 1331 – available on business days from 8 a.m. to 8 p.m., calls are free of charge.

PROCON-SP – SERVICE CHANNELS

-  **Site:** www.procon.sp.gov.br
-  **Call 151 (in the City of São Paulo)**
Monday to Friday, 9am to 3pm
-  **Face-to-face service in the City**
São Paulo appointment required:
procon.agendasp.sp.gov.br/eagenda.web/procon
-  **Other municipalities:** Consult your city hall or the Procon-SP website
-  **Ombudsman:** fala.sp.gov.br
-  **@proconsp**
-  **@proconspoficial @TVProconSP**

PHONES SERVICES

Realization:

PROCONSP

Support and collaboration:



PHONES SERVICES

All individuals who enter the country voluntarily or as refugees, regardless of nationality, **have the same consumer rights guaranteed to Brazilian citizens**, as established by Law No. 8,078 of 1990, known as the Consumer Defense Code (CDC).

Procon-SP is a public agency created to protect and uphold these rights, providing free services to consumers.

Refugees and immigrants with provisional documentation have the right to obtain a CPF (Individual Registration) issued by the Federal Revenue Service. With this document, they can access basic free services, such as medical care through the public health system (SUS), as well as services available in the consumer market.

MOBILE PHONES SERVICES

Using a cell phone in Brazil requires some precautions, as purchasing a device and subscribing to a phone plan are not the same thing. First, it's important to avoid buying illegal devices or signing up for phone plans that don't match your needs or fit your budget.

Before anything else, check whether the device has the Anatel certification seal (National Telecommunications Agency): <https://www.gov.br/anatel/pt-br/assuntos/celular-legal>

As for the service, there are several mobile network providers. To help you choose, you can compare them on Anatel's official portal: <https://www.gov.br/anatel/pt-br/consumidor/compare-as-prestadoras>.

Pay attention to the provider's coverage area, as Brazil is a large country and some providers may not operate in all states.

Purchasing a phone line (SIM card) can be done independently from buying the device, although carriers also offer a variety of phones and brands for sale.

After acquiring the SIM card, consider how you plan to use the service. There are several types of mobile phone plans, each with its own pricing model (by the minute or data usage). The most common categories are:

PREPAID PLAN

- The user buys credit to make calls, send SMS, and use mobile data, and can top up according to their needs.

- There is no long-term contract with the carrier.
- No monthly fee is required.
- Per-minute, SMS, and data rates are usually higher than those of postpaid plans.
- It may be convenient for those who use their phone infrequently and want greater control over spending.

POSTPAID PLAN

- The user signs up for a monthly package of voice, SMS, and data services.
- Payment is made monthly, but the total amount may vary depending on usage.
- Suitable for those who use their phone frequently.
- Requires careful research to find a plan that best fits your needs.
- To benefit from lower prices, promotions, and discounts, carriers usually require a 12-month commitment. Early cancellation may result in a penalty fee, based on the

LIMITED POSTPAID PLAN (CONTROLE)

- Similar to a postpaid plan, but the monthly fee is fixed, regardless of how much of the services are used.
- You may need to top up your balance to purchase additional services.
- Offers better control of expenses, while providing the convenience of a monthly plan.