

**Commercial Officer Ciénaga de Zapata.**

**Playa Larga Commercial Office.**

**Address:** Playa Larga, Ciénaga de Zapata, Matanzas.

**Hours:** 8:30 am - 4:30 pm

**Center Data**

**Telecommunications Center, Ciénaga de Zapata**

**Address:** Playa Larga, Ciénaga de Zapata, Matanzas.

**Telephones:** Commercial Office 45987310

**Director:** 45987500

**Mail:** [yendri.blanco@etecsa.cu](mailto:yendri.blanco@etecsa.cu)

**Services provided.**

**Playa Larga Commercial Office.**

- Navigation room
- Mobile services
- Line activation
- Award of lines
- Change of Ownership of the line
- Locking and unlocking the line
- Application for registration and cancellation in the negative database (black list) of phones due to loss or theft of the equipment
- SIM card change
- Change of number
- Call report
- SIM card cut
- Direct recharge to mobile service
- Sale of mobile phones and their accessories
- Sale of GSM recharge cards
- Modifications to the General of the Client
- Reactivation of the Service for just cause
- Account activation to browse
- Nautic account for national navigation
- Nauta account to access the Internet (Includes an email account @ nauta.cu)
- Telephone bill collection
- Sale of telephone equipment and accessories
- Selling prepaid cards
- Own phone cards

- Nauta Temporary Cards
- Sale of supplementary services
- Caller ID
- Call waiting
- Electronic Padlock
- Call transference
- Tripartite conference
- Hotline and Temporary Hotline
- Absent Subscriber
- Recharge Coupons Sale
- Coupon to recharge your own card
- Coupon to recharge the Nauta account
- Coupon to recharge the mobile line
- Directory Distribution
- Recharge Services
- Mobile balance
- Time for the nauta account
- Videoconference and Audio calls
- Commercial formalities of fixed telephony
- Fixed telephone transfers
- Change of ownership
- Transfer of ownership
- Change of location
- Change number
- International Departure Service
- Nauta Home Service

## **Formalities**

### **The procedures carried out for the residential sector are:**

- 1.Transfer of the service to another address
- 2.Change of ownership
- 3.International departure service
- 4.Private condition in the telephone directory
- 5.Change numbers
6. Change of venue
- 7.Mounting change
- 8.Installation of extensions
9. Caller ID service
- 10.Special disconnect and connection
- 11.Reinstallation
12. Request for supplementary services