

PORTABILITY
DOCUMENTS REQUIRED BY VARIOUS TELEPHONE SERVICE
PROVIDERS FOR CONTRACT TERMINATION

In order that all companies involved in portability processes are informed as to the documents required by the various donor providers (DP) for contract termination, on 01.02.2010 ICP-ANACOM contacted the different companies with portability obligations to obtain this information. Based on the information received, details of these documents are given below, subject to any subsequent analysis of compliance with applicable legal requirements.

1. AR Telecom - Acessos e Redes de Telecomunicações, S.A.¹

- Residential customers: (i) document signed by the customer requesting deactivation of the service and (ii) copy of customer's identification documents.
- Business customers: (i) document signed by the customer requesting deactivation of the service and (ii) copy of company's certificate of incorporation.

2. CABOVISÃO - Televisão por Cabo, S.A.

(i) Written document requesting termination, signed by the contract holder, (ii) copy of the identification documents of the person terminating the contract, (iii) certificate of incorporation or equivalent document which enables it to be verified that the person seeking termination has powers to represent the organisation (where holder is legal person), and (iv) death certificate attached to the termination request in the event that the holder is deceased.

¹ Information provided by SGC Telecom – SGPS, S.A.

3. COLT TELECOM - Serviços de Telecomunicações, Unipessoal, Lda

A contract termination form, in annex, which includes a space for the signature of the contract holder. In this form it is noted that:

- Where the customer is an individual: the signature must be recognised by a notary or the declaration must be accompanied by the copy of the customer's identification card, passport or other identification document issued by a public entity;
- Where the customer is an organisation (legal person): the signature must be provided by the person(s) with powers to bind the legal person and be recognised in this quality; alternatively a document can be provided enabling confirmation with *PT Comunicações* (sic).
- Where the customer is a legal person of public law, the signature(s) of the person(s) with applicable powers must be endorsed by the embossed seal in use.

4. CTT - Correios de Portugal, S.A.

*(i) A form completed by the customer (with personal identification details, telephone number to be ported, number of SIM card, customer signature and date), in addition to (ii) copy of customer's identification documents (citizen card, identification card, residency card or passport); however, pursuant to agreement with the other mobile documents, in accordance with paragraph 3 of article 10 of the Portability Regulation, CTT does **not** require these documents to be sent, *except in cases where the customer is making a complaint or in other situations which it make it necessary to ascertain the details of the portability process in order to resolve any anomalies.**

5. G9SA - Telecomunicações, S.A.

Document effecting termination of the telephone contract, signed by the customer – or, in the case of companies (legal persons), by the person(s) with powers to act – with the following data:

- Identification of the customer;
- Name;
- Address;
- Tax identification number;
- Numbers to be ported.

This declaration must give recognition to the unilateral termination of the contract and acknowledgement of the conditions agreed with G9 TELECOMUNICAÇÕES, S.A. (sic); additionally copies of documents must be provided which enable validation of the signature on the above document where signed previously and not in the presence of the company, or not legally recognised or corresponding to the original signature on the contract. In the case of legal persons, the key providing online access to the company's certificate of incorporation must be supplied (sic).

6. ONITELECOM - Infocomunicações, S.A.

- For legal or dependent persons: (i) letter effecting termination of the contract signed by the person(s) with powers to bind the contract signatory, recognised in this quality or providing a copy of the document with enables confirmation with the service provider; (ii) document providing identification of the signatory; and (iii) valid certificate of incorporation of the commercial registry or key enabling access to the permanent online certificate/power of attorney or similar document.
- Where the code of access to the online permanent certificate is provided, taking into account that on the date of consultation the

online certificate may be unavailable, a printout of the online certificate should be provided;

- For legal persons of public law, in addition to the (i) document providing identification of the signatory, (ii) the signature of the person(s) with powers for the act must be endorsed by the embossed seal in use and (iii) a copy must be sent of the document which confers powers to act on the signatories (statutes of the entity, order of delegation or sub-delegation of powers) and (iv) tax number of the entity;
- For individual customer: (i) the signature must be recognised under legally applicable terms, or alternatively a copy of the signatory's identification card, passport or other valid document issued by a public entity must be provided,.

The validity of the documents is confirmed upon delivery of the termination letter and not at the time of portability and the copies must be clear enough to allow the data therein to be confirmed.

7. PT Comunicações, S.A.

A. Contractual termination signed by the contract signatory or representative thereof, accompanied by the following documents:

B. Individuals: (B.1) BI/Citizen card/passport. The documents mentioned in (B.1) are not required if the signature of the terminating document is recognised by a notary, lawyer or solicitor.

If the customer is unable to sign, the terminating document must state "Não sabe assinar" (cannot sign), and this must also be stated in the signature field of the customer's identification document.

Where termination is effected directly by the customer at a PT store, if the subscriber shows their identification document to the member of staff present, but does not authorise a copy to be made, the member staff shall verify the document shown by the subscriber and confirm the

veracity of the data therein.

When the termination is signed by a person other than the contract signatory, the documents in (B.1) are not required, but the following documents must be presented:

- In the quality of power of attorney: (B.2) photocopy of the representative's identification document and (B.3) photocopy of the power of attorney or respective code allowing online access;
- In the quality of incapable subscriber: the document referenced in (B.2) and (B.4) photocopy of the court order stipulating the incapacity of the subscriber;
- Death of the subscriber: the document referenced in (B.2) and (B.5) photocopy of death certificate.

C. Legal persons: (C.1) paper certificate of incorporation or code providing online access to the certificate of the commercial registry or equivalent document; (C.2) Identity card/Citizen card/passport of the person(s) with powers to bind the company. The documents mentioned in (C1.) and (C.2) are not required where the signature of the person(s) with powers to bind the company, as provided on the termination document, is recognised by a notary, lawyer or solicitor, in this quality and with powers for the act. If the terminating document is signed by a person other than the person(s) with powers to bind the company as according to the certificate of the commercial registry, the signatory must invoke the quality of representative/powers of attorney and present (C.3) photocopy of the power of attorney or respective online access code or equivalent document.

8. PT PRIME - Soluções Empresariais de Telecomunicações e Sistemas, S.A.

Contractual termination signed by the representative(s) of the subscriber, recognised by a notary, lawyer or solicitor, in this quality and

with powers for the act, or accompanied by copies of the following documents:

- certificate of incorporation or code providing online access to the certificate of the commercial registry or equivalent document;
- Identity card/Citizen card/passport of the person(s) with powers to bind the company.

9. RADIOMÓVEL - Telecomunicações, S.A.

- Individual customers: Request to terminate the contract signed by the contract signatory, stating specifically that such termination is made for the purpose of portability of the current telephone number, accompanied by a legible copy of the identification document - Identity card, Citizen card or passport.
- Corporate customers: Request to terminate the contract signed by the legal representative(s) of the contract signatory stating specifically that such termination is made for the purpose of portability of the current telephone number, accompanied by legible copies of the commercial registry of the company and the identification documents of the representative(s) with powers to bind the company - Identity card, Citizen card or passport.

10. REFER TELECOM - Serviços de Telecomunicações, S.A.

Written expression of this intention.

11. SONAECOM - Serviços de Comunicações, S.A.

On the present date, where the contract is terminated for the purposes of portability, the following documentation must be presented:

Optimus mobile business

- Individuals: Declaration of contract termination completed and duly signed by the customer in accordance with the customer's identification document. If the signature of the contract signatory coincides the signature of the declaration, no further documentation will be required.
- Legal persons and dependants: Declaration of contract termination completed and duly signed in accordance with the identification document presented at the time of the contract's conclusion. In the event that the signature(s) on the contract and on the declaration do not coincide, the presentation of additional documentation proving the powers of the signatory(ies) of the terminating declaration to bind the company will be required, as well as the corresponding identification documents.

Optimus Clix fixed business

- Individuals: Declaration of contract termination completed and duly signed by the customer, accompanied by copy of customer's Identification Card/Citizen Card/Passport.

From 24 May 2010, where the contract is terminated for the purposes of portability, the following documentation must be presented:

Declaration of contract termination completed and duly signed by the customer in accordance with the customer's identification document, accompanied by the following documents:

- Individual customers: Identification Card/Citizen Card/Passport or recognised signature;
- Legal persons and dependants: Identification Card/Citizen Card/Passport or recognised signature and current Comercial

Registration Certificate or similar document which proves the powers for this purpose.

12. TMN – Telecomunicações Móveis Nacionais, S.A.

- Where termination is made of a TMN card: (i) written notification signed by the card holder, that (ii) gives indication of the holder's name, (iii) service account number or numbers and/or mobile telephone card to be deactivated, signed by the card holder, (iv) tax number. If the signature of the holder on the subscription contract coincides with the signature on the termination, no further documentation is required.
- If the contract is being terminated due to the death of the customer, (vii) a copy of the death certificate is required;
- In the case of legal persons: the declaration must be made on the companies headed notepaper and signed by the same person(s) who signed the contract; whereby no further documentation is required.
- In the case of termination of the UZO service, no customer data or documentation is required, since this service is pre-paid.

13. VODAFONE PORTUGAL – Comunicações Pessoais, S.A.

Document terminating the contract signed by the contract signatory, accompanied by the following documents:

- Individual customers: Copy of the Identification Card/Citizen Card/passport, or signature recognised by notary, lawyer or solicitor;
- Legal persons and dependants: Copy of the Identification Card/Citizen Card/Passport or signature of the person with powers to bind the company recognised by notary, lawyer or solicitor and Commercial Registration Certificate (CRC) with maximum validity of 12 months or access code to CRC.

- Legal persons of public law: Copy of the Identification Card/Citizen Card/Passport or signature of the person with powers to bind the company recognised by notary, lawyer or solicitor and official document which confers powers for this effect.

14.ZON TV CABO AÇOREANA, S.A.

Letter signed by the customer, accompanied by copy of the respective identification document.

15.ZON TV CABO PORTUGAL, S.A.

Letter signed by the customer, accompanied by copy of the respective identification document.

16.ZON TV CABO MADEIRENSE, S.A.

Letter signed by the customer, accompanied by copy of the respective identification document.