

## Minimum Content to be Included in Agreements for Electronic Communications Services

Components to include in agreements	Public telephone services (mobile and fixed location)	Other electronic communications services	Television distribution services
Service provider identity and address	<ul style="list-style-type: none"> <li>• Service provider identification (Article 171 of the Portuguese Companies Code (<i>Código das Sociedades Comerciais</i>))</li> <li>• Postal address for correspondence</li> <li>• Telephone number (customer service)</li> <li>• Email address and website</li> <li>• Communication and notification method(s) between the parties</li> <li>• Agreement on legal domicile to be used for summons and notifications</li> <li>• Obligation to notify any changes in address or legal domicile in writing</li> </ul>	<ul style="list-style-type: none"> <li>• Service provider identification (Article 171 of the Portuguese Companies Code (<i>Código das Sociedades Comerciais</i>))</li> <li>• Postal address for correspondence</li> <li>• Telephone number (customer service)</li> <li>• Email address and website</li> <li>• Communication and notification method(s) between the parties</li> <li>• Agreement on legal domicile to be used for summons and notifications</li> <li>• Obligation to notify any changes in address or legal domicile in writing</li> </ul>	<ul style="list-style-type: none"> <li>• Service provider identification (Article 171 of the Portuguese Companies Code (<i>Código das Sociedades Comerciais</i>))</li> <li>• Postal address for correspondence</li> <li>• Telephone number (customer service)</li> <li>• Email address and website</li> <li>• Communication and notification method(s) between the parties</li> <li>• Agreement on legal domicile to be used for summons and notifications</li> <li>• Obligation to notify any changes in address or legal domicile in writing</li> </ul>
Services provided	<ul style="list-style-type: none"> <li>• Scope of the public telephone service, with a description of the services offered (ability to make and receive domestic and international calls and access emergency services; additional services and service facilities)</li> <li>• Designation of services included under the subscription cost, when applicable</li> <li>• Conditions under which the company may offer the service – conditions under which the company provides service to customers, such as whether the service is available in the customer's area, if a connectivity test will be done to determine whether the service can be</li> </ul>	<ul style="list-style-type: none"> <li>• Description of the services offered, as well as additional services, service facilities and associated features</li> <li>• Conditions under which the company may offer the service – conditions under which the company provides service to customers, such as whether the service is available in the customer's area, if a connectivity test will be done to determine whether the service can be provided, etc. In such cases, the agreement must inform the customer of the method for requesting reimbursement of any costs incurred and ending the agreement.</li> </ul>	<ul style="list-style-type: none"> <li>• Description of the services offered, as well as additional services, service facilities and associated features</li> <li>• Conditions under which the company may offer the service – conditions under which the company provides service to customers, such as whether the service is available in the customer's area, if a connectivity test will be done to determine whether the service can be provided, etc. In such cases, the agreement must inform the customer of the method for requesting reimbursement of any costs incurred and ending the agreement.</li> </ul>

Components to include in agreements	Public telephone services (mobile and fixed location)	Other electronic communications services	Television distribution services
	<p>provided, etc. In such cases, the agreement must inform the customer of the method for requesting reimbursement of any costs incurred and ending the agreement.</p> <ul style="list-style-type: none"> <li>• Potential restrictions resulting from the service in terms of the subscriber's ability to access other services/features (for example, inability to access the Internet when linked to a given telephone service, inability to make preset calls for certain types of numbers, etc)</li> <li>• Geographic area of coverage, in the case of mobile telephone services including information (effective as of the date of the agreement) on network shadow and irregular communications zones (outdoor and indoor) where efficient usage cannot be guaranteed, as well as how to obtain ongoing updated information on these communications</li> <li>• Conditions for accessing and using the service – way in which the service will be provided</li> </ul>	<ul style="list-style-type: none"> <li>• Potential restrictions resulting from the service in terms of the subscriber's ability to access other services/features (for example, inability to access the Internet when linked to a given telephone service, inability to make preset calls for certain types of numbers, etc)</li> <li>• Geographic area of coverage</li> <li>• Conditions for accessing and using the service – way in which the service will be provided</li> </ul>	<ul style="list-style-type: none"> <li>• Geographic area of coverage</li> <li>• Conditions for accessing and using the service – way in which the service will be provided.</li> </ul>
Quality levels	<ul style="list-style-type: none"> <li>• Obligation to provide regular and uninterrupted service</li> <li>• Minimum (target) service quality levels to which the customer has rights, thus entitling the customer to paid compensation or reimbursement when they are not met</li> <li>• Statement that the service provider is not obligated to uphold a specific quality level to its customers, where applicable</li> <li>• Designation of required time for start-up connection</li> </ul>	<ul style="list-style-type: none"> <li>• Obligation to provide regular and uninterrupted service</li> <li>• Minimum (target) service quality levels to which the customer has rights, thus entitling the customer to paid compensation or reimbursement when they are not met</li> <li>• Statement that the service provider is not obligated to uphold a specific quality level to its customers, where applicable</li> <li>• Designation of required time for start-up connection</li> </ul>	<ul style="list-style-type: none"> <li>• Obligation to provide regular and uninterrupted service</li> <li>• Minimum (target) service quality levels to which the customer has rights, thus entitling the customer to paid compensation or reimbursement when they are not met</li> <li>• Statement that the service provider is not obligated to uphold a specific quality level to its customers, where applicable</li> <li>• Designation of required time for start-up connection</li> </ul>
Types of maintenance services	<ul style="list-style-type: none"> <li>• Obligation of the company providing the service to deal with faults and to maintain and repair the infrastructures and equipment it uses to provide the service</li> <li>• Obligation of the company to agree with the subscriber on the date and amount of time needed for repairs whenever access the place of installation is necessary for these repairs</li> <li>• Customer service information for reporting repairs and terms of use (means of reporting service requests, hours of operation and associated costs)</li> <li>• Minimum quality level offered in terms of</li> </ul>	<ul style="list-style-type: none"> <li>• Obligation of the company providing the service to deal with faults and to maintain and repair the infrastructures and equipment it uses to provide the service</li> <li>• Obligation of the company to agree with the subscriber on the date and amount of time needed for repairs whenever access the place of installation is necessary for these repairs</li> <li>• Customer service information for reporting repairs and terms of use (means of reporting service requests, hours of operation and associated costs)</li> <li>• Minimum quality level offered in terms of</li> </ul>	<ul style="list-style-type: none"> <li>• Obligation of the company providing the service to deal with faults and to maintain and repair the infrastructures and equipment it uses to provide the service</li> <li>• Obligation of the company to agree with the subscriber on the date and amount of time needed for repairs whenever access the place of installation is necessary for these repairs</li> <li>• Customer service information for reporting repairs and terms of use (means of reporting service requests, hours of operation and associated costs)</li> <li>• Minimum quality level offered in terms of</li> </ul>

Components to include in agreements	Public telephone services (mobile and fixed location)	Other electronic communications services	Television distribution services
	repair time for faults <ul style="list-style-type: none"> <li>• Minimum quality level offered in terms of time limit for confirming receipt of repair service requests</li> </ul>	repair time for faults <ul style="list-style-type: none"> <li>• Minimum quality level offered in terms of time limit for confirming receipt of repair service requests.</li> </ul>	repair time for faults <ul style="list-style-type: none"> <li>• Minimum quality level offered in terms of time limit for confirming receipt of repair service requests.</li> </ul>
Pricing specifications and means of obtaining up-to-date pricing information	<ul style="list-style-type: none"> <li>• Type and levels of prices applicable to the service in question</li> <li>• Payment methods for services</li> <li>• Installation or reinstallation cost for the services in question</li> <li>• Minimum monthly (or other) payment, if applicable</li> <li>• Maintenance fees, if applicable</li> <li>• Equipment rental fees, if applicable</li> <li>• Circumstances in which discounts/credits may be offered</li> <li>• Peak versus off-peak schedules, if applicable</li> <li>• Pricing for these schedules</li> <li>• Place and method for obtaining up-to-date pricing information</li> <li>• Consequences in terms of rate transparency for future callers of customers who use number portability after signing up for the service</li> <li>• Service disconnection fees, if applicable, itemizing costs to restore to pre-installation status</li> <li>• The rate schedule applicable on the date the agreement is signed, constituting an appendix to the agreement</li> </ul>	<ul style="list-style-type: none"> <li>• Type and levels of prices applicable to the service in question</li> <li>• Payment methods for services</li> <li>• Installation or reinstallation cost for the services in question</li> <li>• Minimum monthly (or other) payment, if applicable</li> <li>• Maintenance fees, if applicable</li> <li>• Equipment rental fees, if applicable</li> <li>• Circumstances in which discounts/credits may be offered</li> <li>• Peak versus off-peak schedules, if applicable</li> <li>• Pricing for these schedules</li> <li>• Place and method for obtaining up-to-date pricing information</li> <li>• Consequences in terms of rate transparency for future callers of customers who use number portability after signing up for the service</li> <li>• Service disconnection fees, if applicable, itemizing costs to restore to pre-installation status</li> <li>• The rate schedule applicable on the date the agreement is signed, constituting an appendix to the agreement</li> </ul>	<ul style="list-style-type: none"> <li>• Type and levels of prices applicable to the service in question</li> <li>• Payment methods for services</li> <li>• Installation or reinstallation cost for the services in question</li> <li>• Minimum monthly (or other) payment, if applicable</li> <li>• Maintenance fees, if applicable</li> <li>• Equipment rental fees, if applicable</li> <li>• Circumstances in which discounts/credits may be offered</li> <li>• Peak versus off-peak schedules, if applicable</li> <li>• Pricing for these schedules</li> <li>• Place and method for obtaining up-to-date pricing information</li> <li>• Service disconnection fees, if applicable, itemizing costs to restore to pre-installation status</li> <li>• The rate schedule applicable on the date the agreement is signed, constituting an appendix to the agreement</li> </ul>
Duration of the agreement and its terms for renewal, suspension and termination	<ul style="list-style-type: none"> <li>• Duration of the agreement</li> <li>• Minimum retention time (customer loyalty period), if applicable</li> <li>• Minimum advance notice for termination or cancellation of the agreement by either party</li> <li>• Grounds for termination of the agreement by the parties</li> <li>• Penalty or penalty calculation method for cancellation of the agreement prior to the completion of its specified term, if applicable</li> <li>• Terms and conditions for renewal of the agreement</li> <li>• Terms and conditions for suspension and termination of the agreement, including the company's obligation to restore the</li> </ul>	<ul style="list-style-type: none"> <li>• Duration of the agreement</li> <li>• Minimum retention time (customer loyalty period), if applicable</li> <li>• Minimum advance notice for termination or cancellation of the agreement by either party</li> <li>• Grounds for termination of the agreement by the parties</li> <li>• Penalty or penalty calculation method for cancellation of the agreement prior to the completion of its specified term, if applicable</li> <li>• Terms and conditions for renewal of the agreement</li> <li>• Terms and conditions for suspension and termination of the agreement, including the company's obligation to restore the</li> </ul>	<ul style="list-style-type: none"> <li>• Duration of the agreement</li> <li>• Minimum retention time (customer loyalty period), if applicable</li> <li>• Minimum advance notice for termination or cancellation of the agreement by either party</li> <li>• Grounds for termination of the agreement by the parties</li> <li>• Penalty or penalty calculation method for cancellation of the agreement prior to the completion of its specified term, if applicable</li> <li>• Terms and conditions for renewal of the agreement</li> <li>• Terms and conditions for suspension and termination of the agreement, including the company's obligation to restore the</li> </ul>

Components to include in agreements	Public telephone services (mobile and fixed location)	Other electronic communications services	Television distribution services
	<p>customer's facilities to their previous state, if applicable</p> <ul style="list-style-type: none"> <li>• Maximum time to disconnect/deactivate services under the agreement</li> <li>• Specification of eight-day advance notification to the subscriber, who must be informed of the reason for suspension and available courses of action to avoid suspension The agreement must specify the method used to make this notification</li> <li>• For prepaid services, this advance notification is substituted by information to the customer stating that the customer's account balance is approaching "0" and that its corresponding services will soon be disconnected if funds are not added to the account</li> <li>• Agreements signed remotely and at the place of address must specify the subscriber's right to cancel the agreement within the fourteen days following the date it was signed per Decree Law no. 143/2001 of 26 April. The agreement must also state that this right is exercisable by means of a registered letter with acknowledgment of receipt within this time limit communicating to the service provider the subscriber's desire to cancel the agreement</li> </ul>	<p>customer's facilities to their previous state, if applicable</p> <ul style="list-style-type: none"> <li>• Maximum time to disconnect/deactivate services under the agreement</li> <li>• Specification of adequate advance notification to the subscriber, who must be informed of the reason for suspension and available courses of action to avoid suspension The agreement must specify the method used to make this notification</li> <li>• For prepaid services, this advance notification is substituted by information to the customer stating that the customer's account balance is approaching "0" and that its corresponding services will soon be disconnected if funds are not added to the account</li> <li>• Agreements signed remotely and at the place of address must specify the subscriber's right to cancel the agreement within the fourteen days following the date it was signed per Decree Law no. 143/2001 of 26 April. The agreement must also state that this right is exercisable by means of a registered letter with acknowledgment of receipt within this time limit communicating to the service provider the subscriber's desire to cancel the agreement</li> </ul>	<p>customer's facilities to their previous state, if applicable</p> <ul style="list-style-type: none"> <li>• Maximum time to disconnect/deactivate services under the agreement</li> <li>• Specification of adequate advance notification to the subscriber, who must be informed of the reason for suspension and available courses of action to avoid suspension The agreement must specify the method used to make this notification</li> <li>• For prepaid services, this advance notification is substituted by information to the customer stating that the customer's account balance is approaching "0" and that its corresponding services will soon be disconnected if funds are not added to the account</li> <li>• Agreements signed remotely and at the place of address must specify the subscriber's right to cancel the agreement within the fourteen days following the date it was signed per Decree Law no. 143/2001 of 26 April. The agreement must also state that this right is exercisable by means of a registered letter with acknowledgment of receipt within this time limit communicating to the service provider the subscriber's desire to cancel the agreement</li> </ul>
Contractual modifications	<ul style="list-style-type: none"> <li>• Minimum advance notice of one month to inform the subscriber of modifications to contractual terms prior to the date they go into effect</li> <li>• Notification method</li> <li>• Right of the subscriber to terminate the agreement without penalty in the event that the contractual modification is not accepted, including the time limit for communicating this termination to the service provider and the notification method for doing so</li> <li>• Method of obtaining most recent version of the agreement</li> </ul>	<ul style="list-style-type: none"> <li>• Minimum advance notice to inform the subscriber of modifications to contractual terms prior to the date they go into effect</li> <li>• Notification method</li> <li>• Right of the subscriber to terminate the agreement without penalty in the event that the contractual modification is not accepted, including the time limit for communicating this termination to the service provider and the notification method for doing so</li> <li>• Method of obtaining most recent version of the agreement</li> </ul>	<ul style="list-style-type: none"> <li>• Minimum advance notice to inform the subscriber of modifications to contractual terms prior to the date they go into effect</li> <li>• Notification method</li> <li>• Right of the subscriber to terminate the agreement without penalty in the event that the contractual modification is not accepted, including the time limit for communicating this termination to the service provider and the notification method for doing so</li> <li>• Method of obtaining most recent version of the agreement</li> </ul>
Subscriber compensation or reimbursement systems in the event that designated quality levels	<ul style="list-style-type: none"> <li>• Compensation or reimbursement relative to each of the agreement's designated quality levels</li> <li>• In the event of service</li> </ul>	<ul style="list-style-type: none"> <li>• Compensation or reimbursement relative to each of the agreement's designated quality levels</li> <li>• In the event of service</li> </ul>	<ul style="list-style-type: none"> <li>• Compensation or reimbursement relative to each of the agreement's designated quality levels</li> <li>• In the event of service</li> </ul>

Components to include in agreements	Public telephone services (mobile and fixed location)	Other electronic communications services	Television distribution services
are not met	interruption/suspension, customer reimbursement must be specified in the amount of the subscription cost proportional to the percentage of monthly hours of service interruption/suspension, notwithstanding additional compensation which may apply In terms of non-subscription services, the reimbursement amount may be calculated using the average consumption of the last 3 months	interruption/suspension, customer reimbursement must be specified in the amount of the subscription cost proportional to the percentage of monthly hours of service interruption/suspension, notwithstanding additional compensation which may apply In terms of non-subscription services, the reimbursement amount may be calculated using the average consumption of the last 3 months	interruption/suspension, customer reimbursement must be specified in the amount of the subscription cost proportional to the percentage of monthly hours of service interruption/suspension, notwithstanding additional compensation which may apply In terms of non-subscription services, the reimbursement amount may be calculated using the average consumption of the last 3 months
Methods to pursue the dispute resolution process	<ul style="list-style-type: none"> <li>• Statement that the claim must be submitted to the company providing the service</li> <li>• Available channels for submitting claims</li> <li>• Time limit for submitting claims</li> <li>• Maximum time limit for company to acknowledge receipt of claims</li> <li>• Maximum time limit for responding to claims</li> <li>• Claims resolution procedure</li> <li>• Subscriber option to submit disputes arising from the interpretation or application of the agreement to legal arbitration or mediation processes, if applicable</li> </ul>	<ul style="list-style-type: none"> <li>• Statement that the claim must be submitted to the company providing the service</li> <li>• Available channels for submitting claims</li> <li>• Time limit for submitting claims</li> <li>• Maximum time limit for company to acknowledge receipt of claims</li> <li>• Maximum time limit for responding to claims</li> <li>• Claims resolution procedure</li> <li>• Subscriber option to submit disputes arising from the interpretation or application of the agreement to legal arbitration or mediation processes, if applicable</li> </ul>	<ul style="list-style-type: none"> <li>• Statement that the claim must be submitted to the company providing the service</li> <li>• Available channels for submitting claims</li> <li>• Time limit for submitting claims</li> <li>• Maximum time limit for company to acknowledge receipt of claims</li> <li>• Maximum time limit for responding to claims</li> <li>• Claims resolution procedure</li> <li>• Subscriber option to submit disputes arising from the interpretation or application of the agreement to legal arbitration or mediation processes, if applicable</li> </ul>
Conditions for billing	<ul style="list-style-type: none"> <li>• Itemization of components comprising the detailed billing statement for subscribers who request it</li> <li>• Method of issuing bills and billing frequency (including any available customer options)</li> <li>• Time period between the date bills are sent to the customer relative to their due date</li> <li>• Cost (if any) of certain types of bills</li> <li>• Standard billing format (including any available customer options)</li> <li>• Payment methods</li> <li>• Consequences of payment delinquency</li> </ul>	<ul style="list-style-type: none"> <li>• Itemization of components comprising the detailed billing statement for subscribers who request it</li> <li>• Method of issuing bills and billing frequency (including any available customer options)</li> <li>• Time period between the date bills are sent to the customer relative to their due date</li> <li>• Cost (if any) of certain types of bills</li> <li>• Standard billing format (including any available customer options)</li> <li>• Payment methods</li> <li>• Consequences of payment delinquency</li> </ul>	<ul style="list-style-type: none"> <li>• Itemization of components comprising the detailed billing statement for subscribers who request it</li> <li>• Method of issuing bills and billing frequency (including any available customer options)</li> <li>• Time period between the date bills are sent to the customer relative to their due date</li> <li>• Cost (if any) of certain types of bills</li> <li>• Standard billing format (including any available customer options)</li> <li>• Payment methods</li> <li>• Consequences of payment delinquency</li> </ul>
Specific subscriber requests concerning the appearance of personal information in directories and directory assistance, involving transmission to third parties or otherwise	<ul style="list-style-type: none"> <li>• Space for subscribers to grant specific consent concerning the appearance of personal information in telephone directories and the inclusion of this same information in directory assistance, involving transmission to third parties or otherwise, including the option to prohibit the appearance of this information</li> <li>• Statement that failure to fill in the field reserved for the subscriber's request concerning the appearance of personal</li> </ul>	<ul style="list-style-type: none"> <li>• Space for subscribers to grant specific consent concerning the appearance of personal information in directories and the inclusion of this same information in directory assistance, involving transmission to third parties or otherwise, including the option to prohibit the appearance of this information</li> <li>• Statement that failure to fill in the field reserved for the subscriber's request concerning the appearance of personal</li> </ul>	Not applicable

Components to include in agreements	Public telephone services (mobile and fixed location)	Other electronic communications services	Television distribution services
	<p>information in directories and directory assistance corresponds to a request to be excluded from directories and directory assistance</p> <ul style="list-style-type: none"> <li>• Obligation to guarantee subscribers the right to appear in the comprehensive public directory made available by universal service providers</li> </ul>	<p>information in directories and directory assistance corresponds to a request to be excluded from directories and directory assistance</p>	
<p>Obligation to guarantee personal data and privacy protection</p>	<ul style="list-style-type: none"> <li>• Identity of entity responsible for data handling, or its representative</li> <li>• Purpose of data handling and data recipients</li> <li>• If data handling is intended for purposes other than those described in Article 6 of Law no. 67/98 of 26 October, space must be reserved in the agreement (form) allowing the data owner to specifically and unmistakably grant consent and have the option to prohibit data handling</li> <li>• Existence of, and conditions for, exercising the right to access and correct data under the terms of Law no. 67/98 of 26 October</li> <li>• Consequences of failing to provide mandatory data, with clear indications of mandatory versus optional data</li> <li>• Space for subscribers to indicate data to be included in public directories under the terms of Article 13, Item 2 of Law no. 41/2004 of 18 August</li> <li>• Space for subscribers to grant specific consent for any use of public directories beyond searching for the location of persons based upon their name and, if necessary, a minimum of other identifying elements</li> <li>• Information on types of traffic data handled under the terms of Article 6, Items 2 and 4 of Law no. 41/2004 of 18 August, the duration and purpose of this handling, and information on its potential release to third parties for the purpose of providing value-added services as defined in Article 2, Item 1, Section f) of the aforementioned law. Data handling for the purposes specified in Item 4 requires consent from the corresponding subscriber or user.</li> <li>• If location data are processed, information on the types of data handled under the terms of</li> </ul>	<ul style="list-style-type: none"> <li>• Identity of entity responsible for data handling, or its representative</li> <li>• Purpose of data handling and data recipients</li> <li>• If data handling is intended for purposes other than those described in Article 6 of Law no. 67/98 of 26 October, space must be reserved in the agreement (form) allowing the data owner to specifically and unmistakably grant consent and have the option to prohibit data handling</li> <li>• Existence of, and conditions for, exercising the right to access and correct data under the terms of Law no. 67/98 of 26 October</li> <li>• Consequences of failing to provide mandatory data, with clear indications of mandatory versus optional data</li> <li>• Space for subscribers to indicate data to be included in public directories under the terms of Article 13, Item 2 of Law no. 41/2004 of 18 August</li> <li>• Space for subscribers to grant specific consent for any use of public directories beyond searching for the location of persons based upon their name and, if necessary, a minimum of other identifying elements</li> <li>• Information on types of traffic data handled under the terms of Article 6, Items 2 and 4 of Law no. 41/2004 of 18 August, the duration and purpose of this handling, and information on its potential release to third parties for the purpose of providing value-added services as defined in Article 2, Item 1, Section f) of the aforementioned law. Data handling for the purposes specified in Item 4 requires consent from the corresponding subscriber or user</li> <li>• If location data are processed, information on the types of data handled under the terms of</li> </ul>	<ul style="list-style-type: none"> <li>• Identity of entity responsible for data handling, or its representative</li> <li>• Purpose of data handling and data recipients</li> <li>• If data handling is intended for purposes other than those described in Article 6 of Law no. 67/98 of 26 October, space must be reserved in the agreement (form) allowing the data owner to specifically and unmistakably grant consent and have the option to prohibit data handling</li> <li>• Existence of, and conditions for, exercising the right to access and correct data under the terms of Law no. 67/98 of 26 October</li> <li>• Consequences of failing to provide mandatory data, with clear indications of mandatory versus optional data</li> </ul>

Components to include in agreements	Public telephone services (mobile and fixed location)	Other electronic communications services	Television distribution services
	<p>Article 7, Item 4 of Law no. 41/2004, the duration and purpose of this handling, and information on its potential release to third parties for the purpose of providing value-added services as defined in Article 2, Item 1, Section f) of the aforementioned law. Handling of these types of data requires consent.</p> <ul style="list-style-type: none"> <li>• Statement that calling line identification will be revealed and that the subscriber's or user's location data will be recorded in order to relay this information for emergency response purposes to organizations legally authorized to receive such calls</li> </ul>	<p>Article 7, Item 4 of Law no. 41/2004, the duration and purpose of this handling, and information on its potential release to third parties for the purpose of providing value-added services as defined in Article 2, Item 1, Section f) of the aforementioned law. Handling of these types of data requires consent</p>	
Indication that subscriber data may be recorded in the database specified in Article 46 of the Electronic Communications Law, if applicable	Applicable	Applicable	Applicable
Indication of time limit for advance notice of service discontinuation and means of notification to the user	Applicable	Applicable	Applicable
Indication of ICP-ANACOM approval of the agreement	Applicable	Applicable	Applicable
Reference to conditions for accessing audiotext services	Applicable	Not applicable	Not applicable
In the event of termination of the agreement with an associated number portability order, unbundling of the local loop, or both, guarantee of postponement of the agreement's termination date and/or modifications to the agreement until the actual moment of number portability, unbundling of the local loop, or both	Applicable	Not applicable	Not applicable
Guarantee of uninterrupted free access to the single	Applicable	Not applicable	Not applicable

<b>Components to include in agreements</b>	<b>Public telephone services (mobile and fixed location)</b>	<b>Other electronic communications services</b>	<b>Television distribution services</b>
European emergency call number, "112"			
Subscriber's right to pay for only a portion of the amount due on their statement, whereby service suspension must be limited solely to services corresponding to the remaining delinquent amount	Applicable	Not applicable	Not applicable
Obligation to guarantee subscribers the ability to make calls having no associated charges between the time of service suspension and service termination.	Applicable	Not applicable	Not applicable