

## Minimum content of the electronic communication contracts

Particulars to be included in contracts	Publicly available telephone services (mobile or at a fixed location)	Other electronic communications services	Television distribution services
Service provider identity and address	<p><b>Compulsory particulars:</b></p> <ul style="list-style-type: none"> <li>• Identification of the service provider (article 171 of the Portuguese Companies Code (<i>Código das Sociedades Comerciais</i>))</li> <li>• Communication and notification method(s) between the parties</li> </ul> <p><b>Recommended particulars :</b></p> <ul style="list-style-type: none"> <li>• Telephone number (customer service)</li> <li>• Email address and website</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>	<p><b>Compulsory particulars:</b></p> <ul style="list-style-type: none"> <li>• Identification of the service provider (article 171 of the Portuguese Companies Code (<i>Código das Sociedades Comerciais</i>))</li> <li>• Communication and notification method(s) between the parties</li> </ul> <p><b>Recommended particulars :</b></p> <ul style="list-style-type: none"> <li>• Telephone number (customer service)</li> <li>• Email address and website</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>	<p><b>Compulsory particulars:</b></p> <ul style="list-style-type: none"> <li>• Identification of the service provider (article 171 of the Portuguese Companies Code (<i>Código das Sociedades Comerciais</i>))</li> <li>• Communication and notification method(s) between the parties</li> </ul> <p><b>Recommended particulars :</b></p> <ul style="list-style-type: none"> <li>• Telephone number (customer service)</li> <li>• Email address and website</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	<p><b>Compulsory particulars:</b></p> <ul style="list-style-type: none"> <li>• Scope of the publicly available telephone service, with a description of the services provided (ability to make and receive domestic and international calls and to access emergency services, additional services and service facilities)</li> <li>• Designation of services included under the subscription cost, where appropriate</li> </ul>	<p><b>Compulsory particulars:</b></p> <ul style="list-style-type: none"> <li>• Description of the services provided, as well as additional services, service facilities and associated features</li> <li>• Conditions under which the company may provide the service – the contract must inform whether the service is available at the customer's area, or whether the provision thereof, at a given location, is subject to the</li> </ul>	<p><b>Compulsory particulars:</b></p> <ul style="list-style-type: none"> <li>• Description of the services provided, as well as additional services, service facilities and associated features</li> <li>• Conditions under which the company may provide the service – the contract must inform whether the service is available at the customer's area, or whether the provision thereof, at a given location, is subject to the</li> </ul>

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	<ul style="list-style-type: none"> <li>• Conditions under which the company may provide the service – the contract must inform whether the service is available at the customer's area, or whether the provision thereof, at a given location, is subject to the prior fulfilment of technical conditions necessary to the service provision. Should such conditions be fulfilled, the contract shall inform the customer of the method for requesting reimbursement of any costs incurred and for ending the agreement, in case the service may not be provided</li> <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 engaging a given telephone service provision, inability to make preset calls for certain types of numbers, regarding the provision of the telephone service at a fixed location, in the indirect access modality)</li> <li>• Coverage of services, even if only by reference to a location whereat the user may obtain update information on service coverage and provision</li> <li>• Conditions for accessing and using the service – way in which the service will be provided</li> </ul>	<p>prior fulfilment of technical conditions necessary to the service provision. Should such conditions be fulfilled, the contract shall inform the customer of the method for requesting reimbursement of any costs incurred and for ending the agreement, in case the service may not be provided</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 engaging a given telephone service provision)</li> <li>• Coverage of services, even if only by reference to a location whereat the user may obtain update information on service coverage and provision</li> <li>• Conditions for accessing and using the service – way in which the service will be provided</li> </ul>	<p>prior fulfilment of technical conditions necessary to the service provision. Should such conditions be fulfilled, the contract shall inform the customer of the method for requesting reimbursement of any costs incurred and for ending the agreement, in case the service may not be provided</p> <ul style="list-style-type: none"> <li>• Coverage of services, even if only by reference to a location whereat the user may obtain update information on service coverage and provision</li> <li>• Conditions for accessing and using the service – way in which the service will be provided</li> </ul>
Levels of quality	<p><b>Compulsory particulars:</b></p> <ul style="list-style-type: none"> <li>• Obligation to provide regular and uninterrupted service</li> <li>• Minimum (target) service quality levels which the customer is entitled to, non-compliance with which determines the payment thereto of compensation or reimbursement</li> <li>• Statement that the service provider is not</li> </ul>	<p><b>Compulsory particulars:</b></p> <ul style="list-style-type: none"> <li>• Obligation to provide regular and uninterrupted service</li> <li>• Minimum (target) service quality levels which the customer is entitled to, non-compliance with which determines the payment thereto of compensation or reimbursement</li> <li>• Statement that the service provider is not</li> </ul>	<p><b>Compulsory particulars:</b></p> <ul style="list-style-type: none"> <li>• Obligation to provide regular and uninterrupted service</li> <li>• Minimum (target) service quality levels which the customer is entitled to, non-compliance with which determines the payment thereto of compensation or reimbursement</li> <li>• Statement that the service provider is not</li> </ul>

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	<p>obligated to uphold a specific quality level to its customers, where appropriate</p> <ul style="list-style-type: none"> <li>• Designation of required time for start-up connection</li> </ul>	<p>obligated to uphold a specific quality level to its customers, where appropriate</p> <ul style="list-style-type: none"> <li>• Designation of required time for start-up connection</li> </ul>	<p>obligated to uphold a specific quality level to its customers, where appropriate</p> <ul style="list-style-type: none"> <li>• Designation of required time for start-up connection</li> </ul>
Types of maintenance services	<p><b>Compulsory particulars:</b></p> <ul style="list-style-type: none"> <li>• Obligation of the company providing the service to ensure the repair of faults and to maintain and repair the infrastructures and equipment it uses to provide the service</li> </ul> <p><b>Recommended particulars:</b></p> <ul style="list-style-type: none"> <li>• Obligation of the company to agree with the subscriber on the date and amount of time needed for repairs whenever access to the place of installation is necessary for this purpose</li> <li>• Customer service information for reporting faults and terms of use (means of reporting faults, hours of operation and costs of communications made for reporting purposes...)</li> <li>• Minimum level of quality provided in terms of fault repair time</li> <li>• Maximum period of time following which, and in case faults have not been repaired, the service provider undertakes to contact the customer to provide information thereto on the reported situation</li> </ul>	<p><b>Compulsory particulars:</b></p> <ul style="list-style-type: none"> <li>• Obligation of the company providing the service to ensure the repair of faults and to maintain and repair the infrastructures and equipment it uses to provide the service</li> </ul> <p><b>Recommended particulars:</b></p> <ul style="list-style-type: none"> <li>• Obligation of the company to agree with the subscriber on the date and amount of time needed for repairs whenever access to the place of installation is necessary for this purpose</li> <li>• Customer service information for reporting faults and terms of use (means of reporting faults, hours of operation and costs of communications made for reporting purposes...)</li> <li>• Minimum level of quality provided in terms of fault repair time</li> <li>• Maximum period of time following which, and in case faults have not been repaired, the service provider undertakes to contact the customer to provide information thereto on the reported situation</li> </ul>	<p><b>Compulsory particulars:</b></p> <ul style="list-style-type: none"> <li>• Obligation of the company providing the service to ensure the repair of faults and to maintain and repair the infrastructures and equipment it uses to provide the service</li> </ul> <p><b>Recommended particulars:</b></p> <ul style="list-style-type: none"> <li>• Obligation of the company to agree with the subscriber on the date and amount of time needed for repairs whenever access to the place of installation is necessary for this purpose</li> <li>• Customer service information for reporting faults and terms of use (means of reporting faults, hours of operation and costs of communications made for reporting purposes...)</li> <li>• Minimum level of quality provided in terms of fault repair time</li> <li>• Maximum period of time following which, and in case faults have not been repaired, the service provider undertakes to contact the customer to provide information thereto on the reported situation</li> </ul>
Pricing specifications and means of obtaining up-to-date pricing information	<p><b>Compulsory particulars:</b></p> <ul style="list-style-type: none"> <li>• Type and levels of prices applicable to the service in question</li> <li>• Payment methods for services or information in bills concerning such modalities</li> <li>• Installation or reinstallation cost for services under consideration, where appropriate</li> <li>• Minimum monthly (or other) payment, where appropriate</li> </ul>	<p><b>Compulsory particulars:</b></p> <ul style="list-style-type: none"> <li>• Type and levels of prices applicable to the service in question</li> <li>• Payment methods for services or information in bills concerning such modalities</li> <li>• Installation or reinstallation cost for services under consideration, where appropriate</li> <li>• Minimum monthly (or other) payment, where appropriate</li> </ul>	<p><b>Compulsory particulars:</b></p> <ul style="list-style-type: none"> <li>• Type and levels of prices applicable to the service in question</li> <li>• Payment methods for services or information in bills concerning such modalities</li> <li>• Installation or reinstallation cost for services under consideration, where appropriate</li> <li>• Minimum monthly (or other) payment, where appropriate</li> </ul>

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	<ul style="list-style-type: none"> <li>• Maintenance fees, where appropriate</li> <li>• Equipment rental fees, where appropriate</li> <li>• Conditions for granting discounts and credit, where appropriate</li> <li>• Peak versus off-peak hours, where appropriate, and respective costs</li> <li>• Method and place for obtaining up-to-date pricing information</li> <li>• Service disconnection fees, where appropriate, breaking down costs for restoring pre-installation conditions</li> <li>• The tariff applicable on the date the contract is signed constitutes an appendix thereto</li> </ul>	<ul style="list-style-type: none"> <li>• Maintenance fees, where appropriate</li> <li>• Equipment rental fees, where appropriate</li> <li>• Conditions for granting discounts and credit, where appropriate</li> <li>• Peak versus off-peak hours, where appropriate, and respective costs</li> <li>• Method and place for obtaining up-to-date pricing information</li> <li>• Service disconnection fees, where appropriate, breaking down costs for restoring pre-installation conditions</li> <li>• The tariff applicable on the date the contract is signed constitutes an appendix thereto</li> </ul>	<ul style="list-style-type: none"> <li>• Maintenance fees, where appropriate</li> <li>• Equipment rental fees, where appropriate</li> <li>• Conditions for granting discounts and credit, where appropriate</li> <li>• Peak versus off-peak hours, where appropriate, and respective costs</li> <li>• Method and place for obtaining up-to-date pricing information</li> <li>• Service disconnection fees, where appropriate, breaking down costs for restoring pre-installation conditions</li> <li>• The tariff applicable on the date the contract is signed constitutes an appendix thereto</li> </ul>
<p>Period of validity of the contract, conditions for renewal, suspension and termination</p>	<p><b>Compulsory particulars:</b></p> <ul style="list-style-type: none"> <li>• Period of validity of the contract</li> <li>• Minimum retention time (customer loyalty period), where appropriate</li> <li>• Minimum advance notice for contract termination or rescission by either party</li> <li>• Grounds for termination of the contract by the parties</li> <li>• Penalty or penalty calculation method for contract termination before the expiry date, where appropriate</li> <li>• Terms and conditions for contract renewal</li> <li>• Terms and conditions for contract suspension and termination, including the company's obligation to restore the conditions previously existent at the customer's premises, where appropriate</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 it. The contract must specify the appropriate means to make such notification</li> </ul>	<p><b>Compulsory particulars:</b></p> <ul style="list-style-type: none"> <li>• Period of validity of the contract</li> <li>• Minimum retention time (customer loyalty period), where appropriate</li> <li>• Minimum advance notice for contract termination or rescission by either party</li> <li>• Grounds for termination of the contract by the parties</li> <li>• Penalty or penalty calculation method for contract termination before the expiry date, where appropriate</li> <li>• Terms and conditions for contract renewal</li> <li>• Terms and conditions for contract suspension and termination, including the company's obligation to restore the conditions previously existent at the customer's premises, where appropriate</li> <li>• Specification of appropriate advance notification to the subscriber (deemed to be an eight-day time limit for general electronic communications services other than telephone services) who must be informed of the reason for suspension and available</li> </ul>	<p><b>Compulsory particulars:</b></p> <ul style="list-style-type: none"> <li>• Period of validity of the contract</li> <li>• Minimum retention time (customer loyalty period), where appropriate</li> <li>• Minimum advance notice for contract termination or rescission by either party</li> <li>• Grounds for termination of the contract by the parties</li> <li>• Penalty or penalty calculation method for contract termination before the expiry date, where appropriate</li> <li>• Terms and conditions for contract renewal</li> <li>• Terms and conditions for contract suspension and termination, including the company's obligation to restore the conditions previously existent at the customer's premises, where appropriate</li> <li>• Specification of appropriate advance notification to the subscriber (deemed to be an eight-day time limit for general electronic communications services other than telephone services) who must be informed of the reason for suspension and available</li> </ul>

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	<ul style="list-style-type: none"> <li>• For prepaid services, this advance notification shall be replaced by information provided to the customer stating that the customer's account balance is approaching "0" and that the corresponding service shall soon be disconnected if funds are not added to the account</li> <li>• Contracts signed remotely and at the place of address shall specify the subscriber's right to cancel the contract within a fourteen-day time limit from the date the contract was signed, pursuant to Decree-Law no. 143/2001 of 26 April, and moreover shall state that this right is exercised by means of a registered letter with acknowledgment of receipt within this time limit communicating to the service provider the subscriber's will to cancel the contract</li> </ul> <p><b>Recommended particulars:</b></p> <ul style="list-style-type: none"> <li>• Information that clauses on contract alteration and termination are without prejudice to the application of special rules for cases of contract alteration and termination by reason of portability, pre-selection and local loop unbundling</li> <li>• Maximum time limit to disconnect/deactivate services engaged</li> </ul>	<p>courses of action to avoid it. The contract must specify the method used to make such notification</p> <ul style="list-style-type: none"> <li>• For prepaid services, this advance notification shall be replaced by information provided to the customer stating that the customer's account balance is approaching "0" and that the corresponding service shall soon be disconnected if funds are not added to the account</li> <li>• Contracts signed remotely and at the place of address shall specify the subscriber's right to cancel the contract within a fourteen-day time limit from the date the contract was signed, pursuant to Decree-Law no. 143/2001 of 26 April, and moreover shall state that this right is exercised by means of a registered letter with acknowledgment of receipt within this time limit communicating to the service provider the subscriber's will to cancel the contract</li> </ul> <p><b>Recommended particular:</b></p> <ul style="list-style-type: none"> <li>• Maximum time limit to disconnect/deactivate services engaged</li> </ul>	<p>courses of action to avoid it. The contract must specify the method used to make such notification</p> <ul style="list-style-type: none"> <li>• For prepaid services, this advance notification shall be replaced by information provided to the customer stating that the customer's account balance is approaching "0" and that the corresponding service shall soon be disconnected if funds are not added to the account</li> <li>• Contracts signed remotely and at the place of address shall specify the subscriber's right to cancel the contract within a fourteen-day time limit from the date the contract was signed, pursuant to Decree-Law no. 143/2001 of 26 April, and moreover shall state that this right is exercised by means of a registered letter with acknowledgment of receipt within this time limit communicating to the service provider the subscriber's will to cancel the contract</li> </ul> <p><b>Recommended particular:</b></p> <ul style="list-style-type: none"> <li>• Maximum time limit to disconnect/deactivate services engaged</li> </ul>
Contractual changes	<p><b>Compulsory particulars:</b></p> <ul style="list-style-type: none"> <li>• Minimum advance notice of one month to notify the subscriber of contractual changes prior to the date they take effect</li> <li>• Notification method</li> <li>• Right of the subscriber to cancel the contract without penalty in the event that the contractual change is not accepted, including the time limit and method for communicating this termination to the service provider</li> </ul>	<p><b>Compulsory particulars:</b></p> <ul style="list-style-type: none"> <li>• Minimum advance notice to notify the subscriber of contractual changes prior to the date they take effect</li> <li>• Notification method</li> <li>• Right of the subscriber to cancel the contract without penalty in the event that the contractual change is not accepted, including the time limit and method for communicating this termination to the service provider</li> </ul>	<p><b>Compulsory particulars:</b></p> <ul style="list-style-type: none"> <li>• Minimum advance notice to notify the subscriber of contractual changes prior to the date they take effect</li> <li>• Notification method</li> <li>• Right of the subscriber to cancel the contract without penalty in the event that the contractual change is not accepted, including the time limit and method for communicating this termination to the service provider</li> </ul>

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Subscriber compensation or reimbursement systems for non-compliance with levels of quality	<p><b>Compulsory particulars:</b></p> <ul style="list-style-type: none"> <li>• Compensation or reimbursement for each quality level established in the contract</li> </ul> <p><b>Recommended particulars:</b></p> <ul style="list-style-type: none"> <li>• In the event of service interruption/suspension, customer reimbursement must be specified in the amount calculated based on the subscription cost and proportional to the percentage of monthly hours of service interruption/suspension, without prejudice to additional compensation which may apply. As regards non-subscription services, the reimbursement amount may be calculated using the average consumption of the last 3 months</li> </ul>	<p><b>Compulsory particulars:</b></p> <ul style="list-style-type: none"> <li>• Compensation or reimbursement for each quality level established in the contract</li> </ul> <p><b>Recommended particulars:</b></p> <ul style="list-style-type: none"> <li>• In the event of service interruption/suspension, customer reimbursement must be specified in the amount calculated based on the subscription cost and proportional to the percentage of monthly hours of service interruption/suspension, without prejudice to additional compensation which may apply. As regards non-subscription services, the reimbursement amount may be calculated using the average consumption of the last 3 months</li> </ul>	<p><b>Compulsory particulars:</b></p> <ul style="list-style-type: none"> <li>• Compensation or reimbursement for each quality level established in the contract</li> </ul> <p><b>Recommended particulars:</b></p> <ul style="list-style-type: none"> <li>• In the event of service interruption/suspension, customer reimbursement must be specified in the amount calculated based on the subscription cost and proportional to the percentage of monthly hours of service interruption/suspension, without prejudice to additional compensation which may apply. As regards non-subscription services, the reimbursement amount may be calculated using the average consumption of the last 3 months</li> </ul>
Methods to pursue dispute settlement proceedings	<p><b>Compulsory particulars:</b></p> <ul style="list-style-type: none"> <li>• Way to pursue dispute settlement proceedings</li> </ul> <p><b>Recommended particulars:</b></p> <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 replying to claims</li> <li>• Maximum period of time following which, and in the absence of a decision on the claim, the service provider undertakes to contact the customer to provide information thereto on the claimed situation</li> <li>• Subscriber option to submit disputes arising from the interpretation or application of the contract to legal arbitration or mediation mechanisms, where appropriate</li> </ul>	<p><b>Compulsory particulars:</b></p> <ul style="list-style-type: none"> <li>• Way to pursue dispute settlement proceedings</li> </ul> <p><b>Recommended particulars:</b></p> <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 replying to claims</li> <li>• Maximum period of time following which, and in the absence of a decision on the claim, the service provider undertakes to contact the customer to provide information thereto on the claimed situation</li> <li>• Subscriber option to submit disputes arising from the interpretation or application of the contract to legal arbitration or mediation mechanisms, where appropriate</li> </ul>	<p><b>Compulsory particulars:</b></p> <ul style="list-style-type: none"> <li>• Way to pursue dispute settlement proceedings</li> </ul> <p><b>Recommended particulars:</b></p> <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 replying to claims</li> <li>• Maximum period of time following which, and in the absence of a decision on the claim, the service provider undertakes to contact the customer to provide information thereto on the claimed situation</li> <li>• Subscriber option to submit disputes arising from the interpretation or application of the contract to legal arbitration or mediation mechanisms, where appropriate</li> </ul>
Conditions for billing	<p><b>Compulsory particulars:</b></p> <ul style="list-style-type: none"> <li>• Right of subscriber to receive non-detailed bills and to receive detailed bills, where</li> </ul>	<p><b>Compulsory particulars:</b></p> <ul style="list-style-type: none"> <li>• Right of subscriber to receive non-detailed bills and to receive detailed bills, where</li> </ul>	<p><b>Compulsory particulars:</b></p> <ul style="list-style-type: none"> <li>• Right of subscriber to receive non-detailed bills and to receive detailed bills, where</li> </ul>

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	<p>requested</p> <p><b>Recommended particulars:</b></p> <ul style="list-style-type: none"> <li>• Provision of broken down particulars comprised in the detailed bills to subscribers who request them</li> <li>• Method of issuing bills (paper or electronic billing) and billing frequency (including any available customer options)</li> <li>• Time period between the date bills are sent to the customer relative to the time-limit for payment</li> <li>• Cost (if any) of certain types of bills</li> <li>• Customer options on the type of bills, where appropriate</li> <li>• Consequences of late payment of bills</li> </ul>	<p>requested</p> <p><b>Recommended particulars:</b></p> <ul style="list-style-type: none"> <li>• Provision of broken down particulars comprised in the detailed bills to subscribers who request them</li> <li>• Method of issuing bills (paper or electronic billing) and billing frequency (including any available customer options)</li> <li>• Time period between the date bills are sent to the customer relative to the time-limit for payment</li> <li>• Cost (if any) of certain types of bills</li> <li>• Customer options on the type of bills, where appropriate</li> <li>• Consequences of late payment of bills</li> </ul>	<p>requested</p> <p><b>Recommended particulars:</b></p> <ul style="list-style-type: none"> <li>• Provision of broken down particulars comprised in the detailed bills to subscribers who request them</li> <li>• Method of issuing bills (paper or electronic billing) and billing frequency (including any available customer options)</li> <li>• Time period between the date bills are sent to the customer relative to the time-limit for payment</li> <li>• Cost (if any) of certain types of bills</li> <li>• Customer options on the type of bills, where appropriate</li> <li>• Consequences of late payment of bills</li> </ul>
<p>Specific subscriber requests concerning the inclusion of personal data in directories and directory enquiry services, involving transmission to third parties or otherwise</p>	<p><b>Compulsory particulars:</b></p> <ul style="list-style-type: none"> <li>• Space for the specific consent of subscribers concerning the inclusion of personal data in directories and directory enquiry services, involving transmission to third parties or otherwise, including the option not to grant such consent</li> <li>• Statement that failure to fill in the field reserved for the subscriber's request concerning the inclusion of personal information in directories and directory enquiry services corresponds to a request to be excluded from directories and directory enquiry services</li> <li>• Obligation to guarantee subscribers the right to be included in the comprehensive public directory made available by universal service providers</li> </ul>	<p><b>Compulsory particulars:</b></p> <ul style="list-style-type: none"> <li>• Space for the specific consent of subscribers concerning the inclusion of personal data in directories and directory enquiry services, involving transmission to third parties or otherwise, including the option not to grant such consent</li> <li>• Statement that failure to fill in the field reserved for the subscriber's request concerning the inclusion of personal information in directories and directory enquiry services corresponds to a request to be excluded from directories and directory enquiry services</li> </ul>	<p>Not applicable</p>
<p>Obligation to ensure protection of personal data</p>	<p><b>Compulsory particulars:</b></p> <ul style="list-style-type: none"> <li>• Identity of entity responsible for data handling, or representative thereof</li> </ul>	<p><b>Compulsory particulars:</b></p> <ul style="list-style-type: none"> <li>• Identity of entity responsible for data handling, or representative thereof</li> </ul>	<p><b>Compulsory particulars:</b></p> <ul style="list-style-type: none"> <li>• Identity of entity responsible for data handling, or representative thereof</li> </ul>

Particulars to be included in contracts	Publicly available telephone services (mobile or at a fixed location)	Other electronic communications services	Television distribution services
and privacy	<ul style="list-style-type: none"> <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 contract (standard form) for the explicit and unmistakable consent of the data subject, who shall have the option not to grant such consent</li> <li>• Existence of, and conditions for exercising the right to access and correct data pursuant to 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 pursuant to paragraph 2 of article 13 of Law no. 41/2004 of 18 August</li> <li>• Space for the explicit consent of subscribers for any use of public directories beyond searching for details of persons based upon their name and, if necessary, upon a minimum of other identifying particulars</li> <li>• Information on types of traffic data handled pursuant to paragraphs 2 and 4 of article 6 of Law no. 41/2004 of 18 August, on the duration and purpose of this handling, and information on its potential provision to third parties for the purpose of providing added value services as defined in point f) of paragraph 1 of article 2, of the aforementioned law; data handling for the purposes specified in paragraph 4 requires consent from the subscriber or user concerned</li> <li>• If location data are processed, information on the types of data handled pursuant to</li> </ul>	<ul style="list-style-type: none"> <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 contract (standard form) for the explicit and unmistakable consent of the data subject, who shall have the option not to grant such consent</li> <li>• Existence of, and conditions for exercising the right to access and correct data pursuant to 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 pursuant to paragraph 2 of article 13 of Law no. 41/2004 of 18 August</li> <li>• Space for the explicit consent of subscribers for any use of public directories beyond searching for details of persons based upon their name and, if necessary, upon a minimum of other identifying particulars</li> <li>• Information on types of traffic data handled pursuant to paragraphs 2 and 4 of article 6 of Law no. 41/2004 of 18 August, on the duration and purpose of this handling, and information on its potential provision to third parties for the purpose of providing added value services as defined in point f) of paragraph 1 of article 2, of the aforementioned law; data handling for the purposes specified in paragraph 4 requires consent from the subscriber or user concerned</li> <li>• If location data are processed, information on the types of data handled pursuant to</li> </ul>	<ul style="list-style-type: none"> <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 contract (standard form) for the explicit and unmistakable consent of the data subject, who shall have the option not to grant such consent</li> <li>• Existence of, and conditions for exercising the right to access and correct data pursuant to 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>



Particulars to be included in contracts	Publicly available telephone services (mobile or at a fixed location)	Other electronic communications services	Television distribution services
	<p>paragraph 4 of article 7 of Law no. 41/2004, on the duration and purpose of this handling, and on information on its potential provision to third parties for the purpose of providing added value services as defined in point f) of paragraph 1 of article 2, 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>paragraph 4 of article 7 of Law no. 41/2004, on the duration and purpose of this handling, and on information on its potential provision to third parties for the purpose of providing added value services as defined in point f) of paragraph 1 of article 2, 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 Electronic Communications Law, where appropriate	Applicable	Applicable	Applicable
Indication of time limit for advance notice in case of offer termination and means of notification to the user	Applicable	Applicable	Applicable
Indication of ICP-ANACOM approval of the contract	Applicable	Applicable	Applicable
Reference to conditions for accessing audiotext services	Applicable	Not applicable	Not applicable
Guarantee of uninterrupted free access to the single European emergency call number, "112"	Applicable	Not applicable	Not applicable
Right of subscribers to pay	Applicable	Not applicable	Not applicable

<b>Particulars to be included in contracts</b>	<b>Publicly available telephone services (mobile or at a fixed location)</b>	<b>Other electronic communications services</b>	<b>Television distribution services</b>
and be discharged for only part of the amount due on their statement, whereby service suspension must be limited solely to services corresponding to the amounts in arrear			
Obligation to guarantee to subscribers the access to calls having no associated charges between the time of service suspension and service termination	Applicable	Not applicable	Not applicable