

Application of Portability and Termination of Contract

Mandatory fields marked with *

Customer Data (of the Original Operator)

Name of Original Operator*: _____

Full Name of Customer: _____

Taxpayer Number: _____

Identity Card, Residence Permit or Passport Number*: _____

Operator: NOS Altice (MEO) NOWO Vodafone Other? State: _____

Please be advised that for reasons of number portability, we intend to terminate the contract for the provision of land mobile services that we have with your company for the mobile telephone numbers listed below, effective from the date of porting.

Portability Data

In the original operator*		To Lycamobile
Mobile number:	SIM Card number:	SIM Card number:
Mobile number:	SIM Card number:	SIM Card number:

If you want number portability to be implemented within a period exceeding 3 (three) working days from the date that Lycamobile receives the submission of this number portability application, indicate the desired period:

5 (five) working days 10 (ten) working days Other specific date: / / (work day/month/year)

This application shall be deemed to be submitted to Lycamobile on the date of receipt of the application in Lycamobile head office:

- Except if a longer term is expressly requested by the customer, the request for number portability will be completed within a maximum period of three working days of the submission of the application to Lycamobile and all the legal and contractual requirements required for the implementation of number portability (according to clause 3 of the general conditions annex).

- Applications for number portability submitted by the customer after 16:00 shall be deemed to be submitted to Lycamobile for validation from the next working day.

- Applications sent by means of distance communication (e.g., fax, e-mail or by post) shall be deemed to be submitted to Lycamobile on the date of receipt of same by Lycamobile.

- In case you enter a specific date that does not correspond to a working day, number portability will be implemented on the working day following the specific date you entered.

To be completed only by Pre-Paid Customers

Full Name of Customer: _____

(Complete in case the customer name to be registered with Lycamobile is different from the name of the customer of the original operator)

Date of Birth: / /

Taxpayer Number: _____

(Complete in case the customer number to be registered with Lycamobile is different from the number of the customer of the original operator)

E-mail: _____

Address: _____

Locality: _____

Post Code: _____

Data Processing and Access

I do not authorise the processing of data (name, address, phone number, e-mail and date of birth) for marketing or telemarketing, including e-mail and SMS from Lycamobile. Yes No

I authorise the processing of data (name, address, phone number and date of birth) for marketing and telemarketing, including e-mail, by the business associates or affiliates of Lycamobile. Yes No or third parties. Yes No (If you do not check any option, your data will not be used for the purposes set forth herein).

I authorise the processing of traffic data and location (relative to the cell where the mobile phone is located) for marketing purposes or providing services by Lycamobile or by third parties. Yes No (If you do not check any option, your data will not be used for the purposes set forth herein).

I authorise the inclusion of the name and telephone number in the lists of subscribers and their dissemination through the information services of Lycamobile. (If you do not check any option, your data will not be included in the lists of subscribers and / or disseminated through information services). Yes No

I authorise the release of the name and telephone number to the Universal Service Provider for inclusion of such information in subscriber directories and information services in print or electronic form. (If you do not check any option, your data will not be communicated to the Universal Service Provider). Yes No

Signature (Customer of the Original Operator)

Your personal data is mandatory and is intended to process number porting to Lycamobile. The provision of incorrect data in this form makes it impossible for Lycamobile to give effect to the application for number portability. In accordance to General Data Protection Regulation, the customer is entitled to access to data relating directly to him or her and to request its correction or addition. You may also, at any time, request deletion of your data for which you should contact Lycamobile Portugal, Lda., Avenida João Crisóstomo, 24, 1050-127 Lisbon. Questions concerning the processing of personal data should be directed to Lycamobile at the same address.

Date of Signature: / /

Signature – identical to the identification documents*

(Without prejudice to the documents required by the various telephone service providers for the purposes of contract termination, which can be obtained from your current mobile telephone service provider, the signatory must submit a copy of the identification documents and display the original. In the case of a legal person, the signatory must submit documents proving their capacity to sign and represent the same). *N.º BI (passport or residence permit in the case of foreign citizens).

To be completed by the Lycamobile employee that receives the request for portability

Date of receipt of the submission of this request for portability: / /

Signature identical to the identification document

POST THE COMPLETED APPLICATION TO: Lycamobile Portugal, Lda., Avenida João Crisóstomo, 24, 1050-127 Lisbon.

General Conditions

Porting of a mobile telephone number to Lycamobile network (Port-In):

- 1) Portability is a feature that enables subscribers of publicly available telephone services to keep their mobile telephone number, regardless of the company they choose to provide them with their mobile telephone service.
- 2) The principles and rules which must be observed by all companies with obligations of number portability are set out in the Portability Regulation (Regulation No. 58/2005, published on August 18, as amended by Regulation No. 87/2009 published on 18 February and Regulation No. 302/2009 published on 16 July).
- 3) It is the service provider that you want to provide the mobile telephone service to you that is responsible for the whole process of number portability. This is called the recipient operator. Therefore, if you want to move your existing mobile telephone number to Lycamobile, Lycamobile will inform you of the procedures to be taken to implement number portability.
- 4) The porting request to Lycamobile and the termination of your existing mobile telephone service will only be effective if the Porting Request Form is duly completed, signed by you and accompanied by supporting documentation requested by Lycamobile on the Porting Request Form.
- 5) Lycamobile is required to obtain a copy of documentation identifying you, even where your existing mobile telephone service is on a prepaid plan. The documentation provided by you under the number portability process and the Porting Request Form may be made available to the operator providing you with your existing mobile telephone service.
- 6) After the number portability process has been completed, you will no longer be able to make calls with your previous SIM Card, and in the case of a prepaid plan, any credit balance that you had available at the time of your porting request will be automatically lost.
- 7) After the number portability process has been completed, it will no longer be possible to identify the destination network through the first two digits of the mobile telephone number, because these remain unchanged.
- 8) The termination of your existing contract for the provision of mobile telephone service with the operator indicated on the Porting Request Form (called the donor operator) will take effect from the date the number portability process has been completed.
- 9) After submission of the Porting Request Form to Lycamobile and termination of your existing contract, in accordance with the procedures set out in the Porting Request Form, the date of the porting will be agreed between the operators and transmitted to you through a text message.
- 10) Except in cases where you ask for a particular date on the Porting Request Form, number porting will take place within a maximum of 3 working days from the date on which Lycamobile receives a properly completed Porting Request Form.
- 11) In the event of delay in the implementation of number portability, Lycamobile will provide compensation in the amount of €2.50 per mobile telephone number for each day of delay. The compensation does not require your prior request and will be carried out by a credit to your account.
- 12) In the event you want to cancel your request for number portability, you must submit your request with a minimum notice of 18 hours which are calculated in working days from the date scheduled for number porting referred to in the Porting Request Form.
- 13) If the request to cancel number portability is not presented timely in accordance with the preceding clause, the number porting will be completed and you must start a new process with the new operator that you want to provide your mobile telephone service.
- 14) Lycamobile offers through 1632 information relating to the price of voice calls and short messages to ported numbers.
- 15) During the process of number portability and the necessary network transfer, you may be unable to use the service for a maximum period of 3 hours.
- 16) In the event of an interruption of the service, immediately after the date and time scheduled for number portability, you will be entitled to compensation in the amount of €20 per mobile telephone number, per each day of interruption, up to a maximum of € 5000. The compensation will be carried out by a credit to your account.
- 17) In the event your mobile telephone number is ported without your consent, you will be entitled to compensation in the amount of €20 per mobile telephone number, per each day that your mobile telephone number was unduly ported, up to a maximum of € 5000. The compensation will be made by bank transfer or cheque, or other direct means, within thirty days following the unauthorized port by the provider to whom your mobile telephone number was unduly ported.
- 18) Lycamobile offers national voice calls between mobile telephone service providers and to mobile numbers that have been ported. If the cost of a mobile telephone call to a number that has been ported to another mobile telephone provider is more expensive than before the mobile number was ported, Lycamobile will provide you with an informational warning, so that you have knowledge that the tariff applicable to your call may be more expensive. This warning is free and takes the form of an audible message at the beginning of each call to a mobile number that has been ported to another mobile telephone provider to allow you the opportunity to end the call. You will also be given the opportunity to block this message by dialling 123.
- 19) If you have ported your number, you may not ask Lycamobile to block the message to people who call you.
- 20) For a maximum period of 3 months after the decommissioning of your mobile telephone number, called the quarantine period, you may request reactivation of your old number with Lycamobile or request number portability to another provider.
- 21) Collection of personal data and protection of privacy:
 - i) The personal data collected is intended to identify the customer with a prepaid plan, for the management and evaluation of the contractual relationship with the customer, to adapt the service to the customer's needs and preferences, for the profiling of traffic consumption, information activities, marketing or telemarketing of Lycamobile, and in the event of non-opposition of the customer, for the sending of commercial communications on new products, services, offers and discounts that we believe may be of interest to you, through the use of marketing calls, SMS, email and similar electronic methods.
 - ii) In accordance with the General Data Protection Regulation (Regulation (EU) 2016/679), the customer may also, at any time, request deletion of his or her data for purposes of marketing or telemarketing. The person responsible for the processing of personal data is Lycamobile Portugal Lda Avenida João Crisóstomo, 24, 1050 127 Lisbon
 - iii) For full details about the treatment of personal data and protection of privacy see the provisions on this subject in the General Terms and Conditions for the provision of mobile telephone service provided at the time of the request for number portability, and that are available at <http://www.lycamobile.pt>.
- 22) **POST THE COMPLETED APPLICATION TO:** Lycamobile Portugal, Lda., Avenida João Crisóstomo, 24, 1050-127 Lisbon

Without prejudice to the documents required by the various mobile telephone service providers for the purposes of contract termination, which may be obtained from your current mobile telephone service provider, the person signing the Porting Request Form must provide a copy of the identification document(s) and display the respective originals. In the case of a legal person the signatory(s), the person signing must provide the document(s) proving their ability to sign the Porting Request Form (passport or residence permit in the case of foreign citizens).