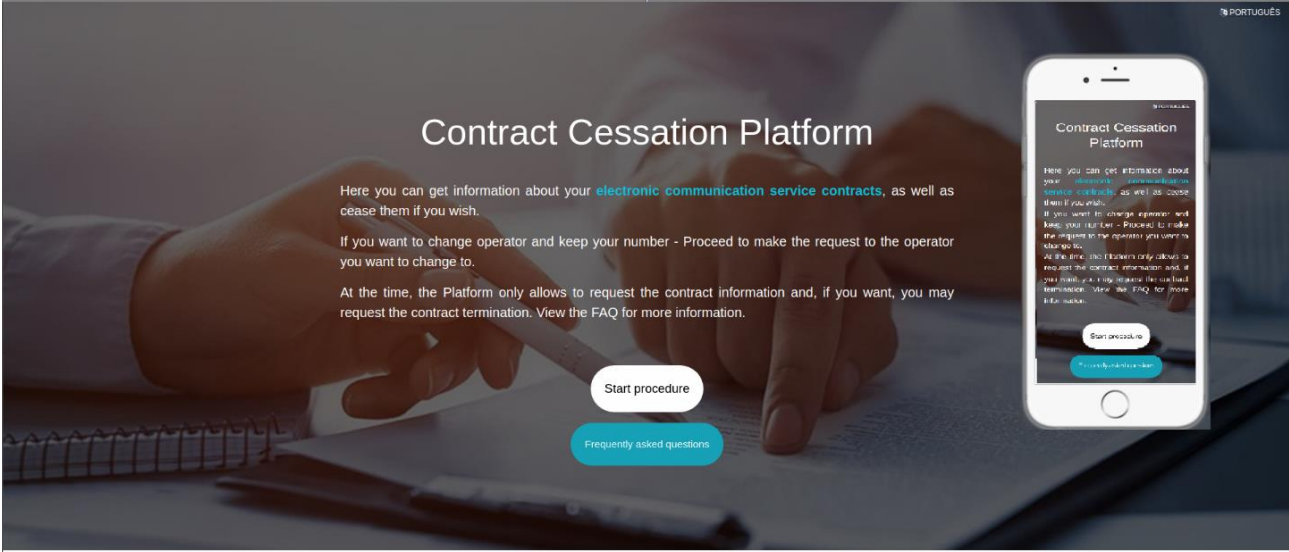


# Plataforma de Cessação de Contratos

## User Guide



PORTUGUÊS

### Contract Cessation Platform


Here you can get information about your [electronic communication service contracts](#), as well as cease them if you wish.

If you want to change operator and keep your number - Proceed to make the request to the operator you want to change to.

At the time, the Platform only allows to request the contract information and, if you want, you may request the contract termination. View the FAQ for more information.

Start procedure

Frequently asked questions



Contract Cessation Platform


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Start procedure


Frequently asked questions


 DGC

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# Plataforma de Cessação de Contratos – User Guide

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## E-mail Validation

To start a new process, is necessary to validate and associate an E-mail address, which will be used by the platform to communicate all interactions related to the process.

After clicking on the “Start procedure” button from the site’s homepage, you will be redirected to the E-mail validation page where you should:

- Enter your E-mail
- Agree to the Privacy Policy

PORTUGUÊS

E-MAIL VALIDATION CONTRACT DETAILS CONTRACT CESSATION

New Process - E-mail Validation

In order to make a contract details request and, if you wish later, cease the contract, you will have to validate your e-mail using the code that will be sent to you.

E-mail \*  
andre\_seabra\_6@hotmail.com

Confirmation E-mail \*  
andre\_seabra\_6@hotmail.com

☒ I have read and agreed with the [Privacy Policy](#) \*

I'm not a robot

Cancel Next

DGC | DIREÇÃO-GERAL DE ECONOMIA  
REPÚBLICA PORTUGUESA  
ECONOMIA E MAR

SIMPLEX+

Contratado por:  
COMPETE 2020

PORTUGAL 2020

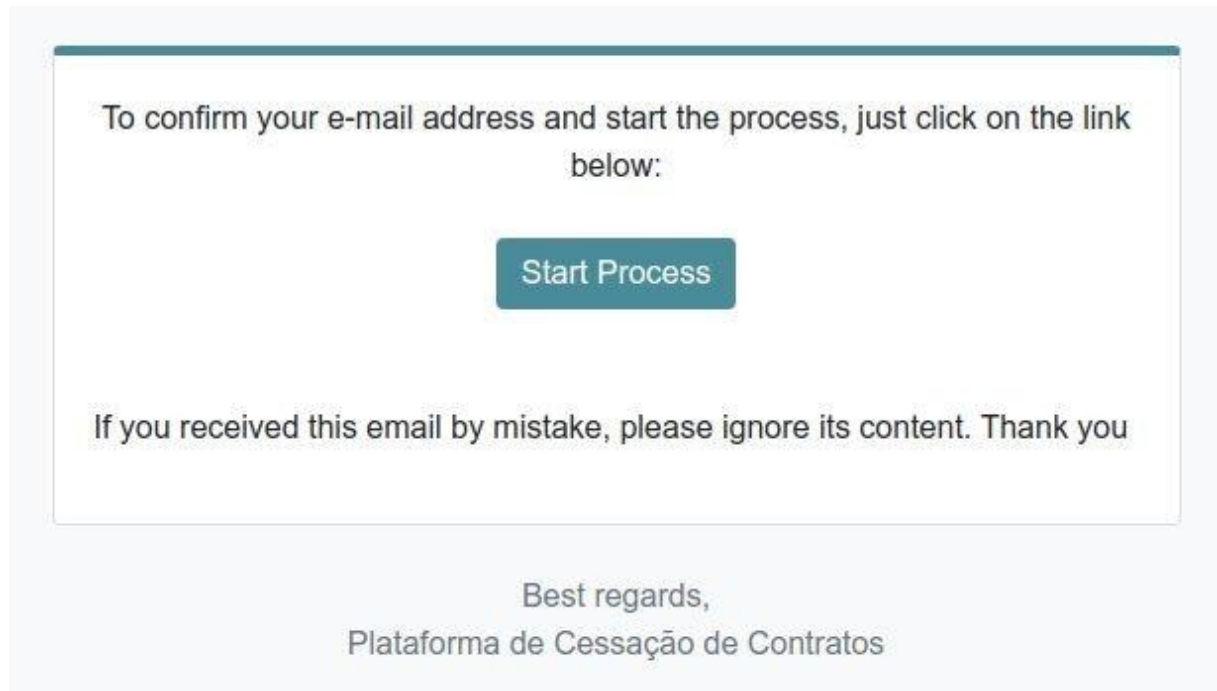
União Europeia  
Fundos Europeus de Desenvolvimento Regional

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[Privacy Policy](#) | [User Support](#)

Image 1- E-mail Validation

## Plataforma de Cessação de Contratos – User Guide

Then, you will receive a confirmation email in your inbox, with a link from which you can start your process.





*Image 2 - E-mail confirmation*


## Contract Details

Following the link sent to your email inbox, you can start the process where you will be directed to a page where you identify your contract and formalize your contract details request.

## Plataforma de Cessação de Contratos – User Guide

E-MAIL VALIDATION

CONTRACT DETAILS

CONTRACT CESSATION

Contract Details Request

First Name \*

André

Surname \*

Seabra

Identification Document Type \*

Portuguese Citizen Card


Identification Document Number \*

1235657434

Portuguese Taxpayer Identification Number \*

244773840

Identification Document Confirmation

Authenticate with 

Operator \*

Operador1

Client Number \*

45872

Contract Number \*


1245

Is the cause of this request the passing of the holder ☒

Check the box if yes.

Proof of death document


Choose File





Description

Attach


Submit


DGO DIREÇÃO-GERAL DO CONSUMIDOR


REPÚBLICA PORTUGUESA ECONOMIA E EMPREGO

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Image 3 - Contract Details Request

Fill in the form fields and validate with GOV authentication.

You will be notified by E-mail as soon as you place your request.

Contract Details Request Sent!

Your contract details request was sent to operator Operador1, by Plataforma de Cessação de Contratos.

Request number:

125924

Full Name:

André Seabra

Petitioner E-mail:

andre\_seabra\_6@hotmail.com

Contract Holder TIN:

244773840

Identification Document Type:

Portuguese Citizen Card

Identification Document Number:

1235657434

Operator:

Operador1

Client Number:

45872

Contract Number:

1245

\* Attachments to the request can be found on the platform.

You will receive an e-mail notification once your request is answered. You can also follow your process state by clicking on the link:

View process

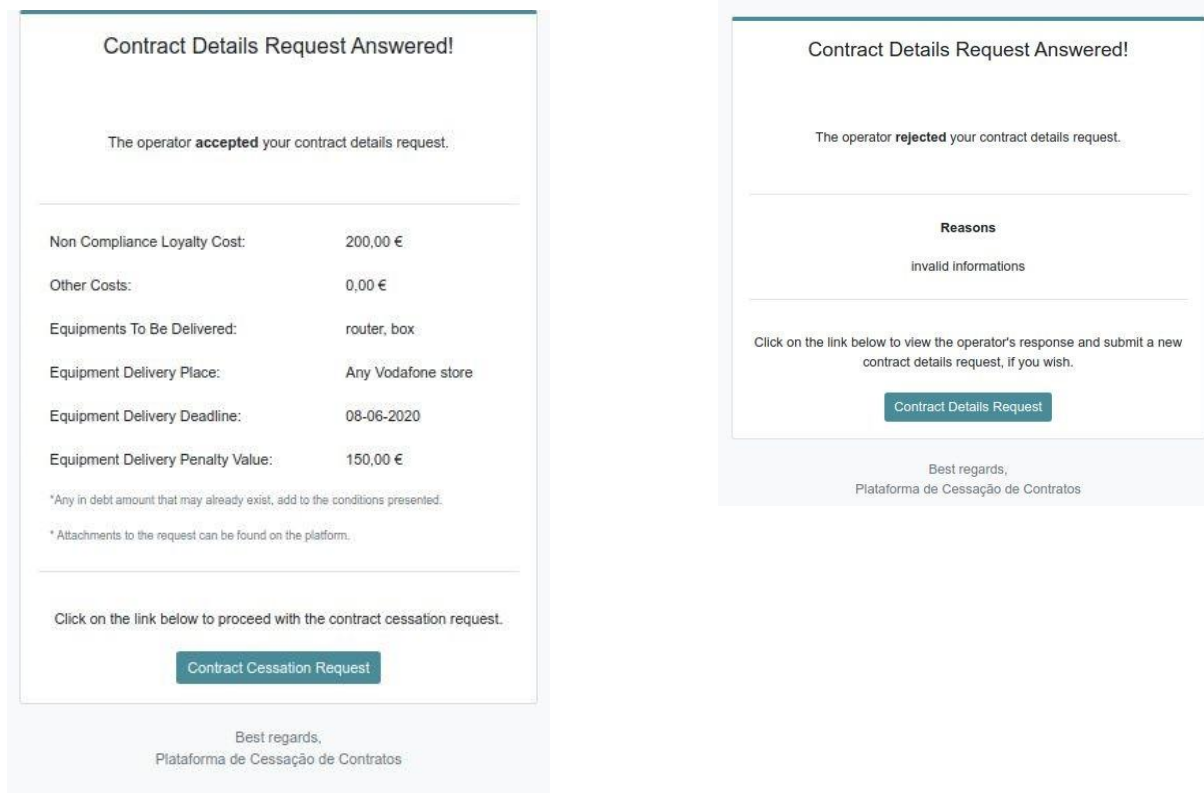
Best regards,

Plataforma de Cessação de Contratos

Image 4 - E-mail notification regarding Contract Details Request

## Plataforma de Cessação de Contratos – User Guide


As soon as the operator responds to your request, you will be notified. If the operator rejects your request, you can make a new contract details request, if your request is accepted, you can decide whether or not you want to proceed to a contract cessation request.





*Image 5 - Operator's Response to the Contract Details Request*

## Contract Cessation

If you intend to proceed with the contract cessation, you will be directed to the page where you formalize your request.

  
E-MAIL VALIDATION

  
CONTRACT DETAILS

  
CONTRACT CESSATION

Process / Contract Cessation Request

Full Name: André Seabra

Petitioner E-mail: andre\_seabra\_6@hotmail.com

Portuguese Taxpayer Identification Number: 244773840

Portuguese Citizen Card 1235657434

Request number: 125924

Operator: Operador1

Client Number: 45872

Contract Number: 1245

Contract conditions: [Download](#)

Non Compliance Loyalty Cost: 200,00 €

Other Costs: 0,00 €

Equipments To Be Delivered:  
router, box

Equipment Delivery Place: Any Store

Equipment Delivery Deadline: 08-06-2020

Equipment Delivery Penalty Value: 150,00 €

\* To the values presented, any amounts owed are added, for example, invoice due.

"If the contract to be terminated includes a landline or mobile number, you may, for three months after the end of the contract, request the reactivation of your number at any operator. In addition to this platform, you can request the termination of the contract by fax or email, to any of the contacts disclosed in the contract or in any other informational support addressed to the public, or even through the face-to-face service.

Do you want to cease contract? \*

☒ Yes ☐ No

Cessation Request Reasons

Bad Television service's Quality

Attachments

Choose File

Description

Attach

Attachments are optional and for exceptional situations.

Submit

DIREÇÃO-GERAL  
DO CONSUMIDOR

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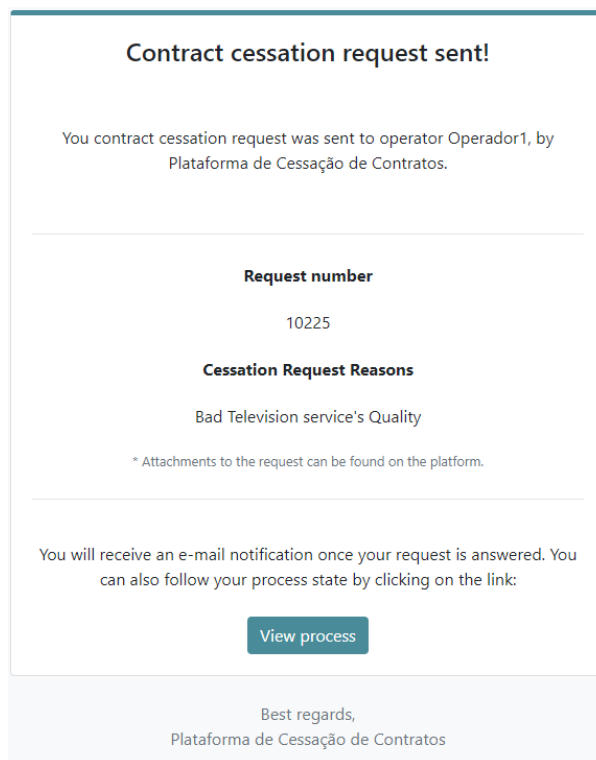
Image 6 - Contract Cessation Request

7



## Plataforma de Cessação de Contratos – User Guide

You will be notified by E-mail as soon as you place your request.



*Imagem 7 - E-mail notification regarding Contract Cessation Request*

## Plataforma de Cessação de Contratos – User Guide

When the operator responds to your request, you will be notified by email. If the operator rejects your request, you can make a new contract cessation request, if your request is accepted, the process will be terminated and you can access its information.

### Contract cessation request answered!

The operator **rejected** your contract cessation request.

#### Reasons

reasons for request rejection

Click on the link below to view the operator's response and submit a new contract cessation request, if you wish.

[Contract Cessation Request](#)

Best regards,  
Plataforma de Cessação de Contratos

### Contract cessation request answered!

The operator **accepted** your contract cessation request.

You have 30 working days to present the missing documents or information, and after this period has elapsed without the requested elements being presented, the request lapses.

#### Cessation Date

22-06-2020

#### Consumer Rights And Obligations

Detailed indication of the consumer's rights and obligations arising from the contract

#### Ceased contract information

Full Name:	André Seabra
Operator:	Operator1
Client Number:	45872
Contract Number:	1245
Non Compliance Loyalty Cost:	200,00 €
Other Costs:	0,00 €

\*If the contract to be terminated includes a landline or mobile number, you may, for three months after the end of the contract, request the reactivation of your number at any operator.

You can review your process by clicking on the link:

[View process](#)

Best regards,  
Plataforma de Cessação de Contratos

*Image 8 - Operator's Response to Contract Cessation Request*

## Process Information

You can check your process at any time to view all the related information and executed steps.

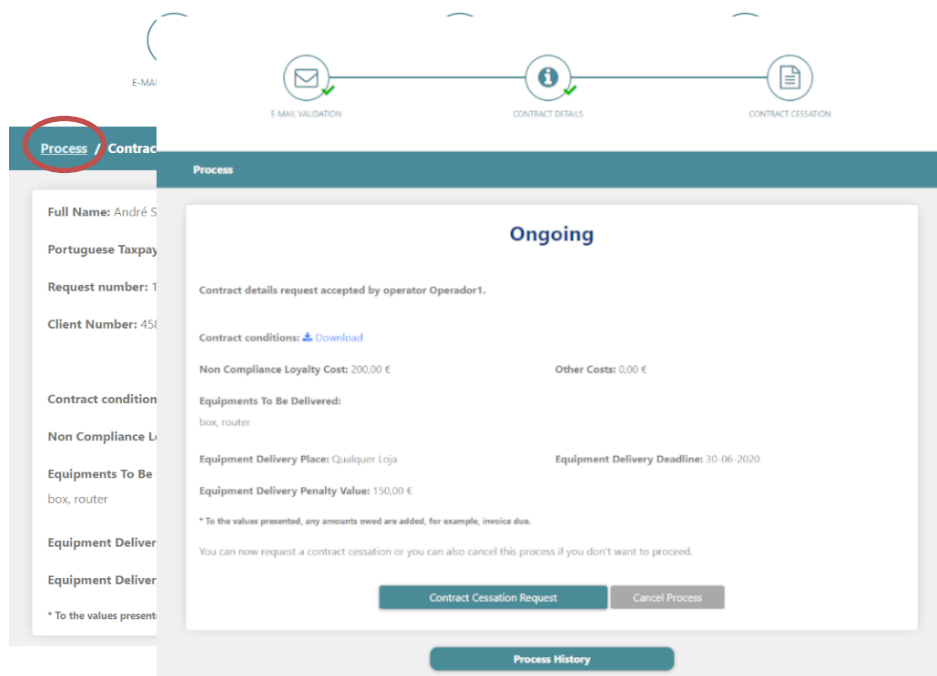


Image 9 - Process: Contract Details Request

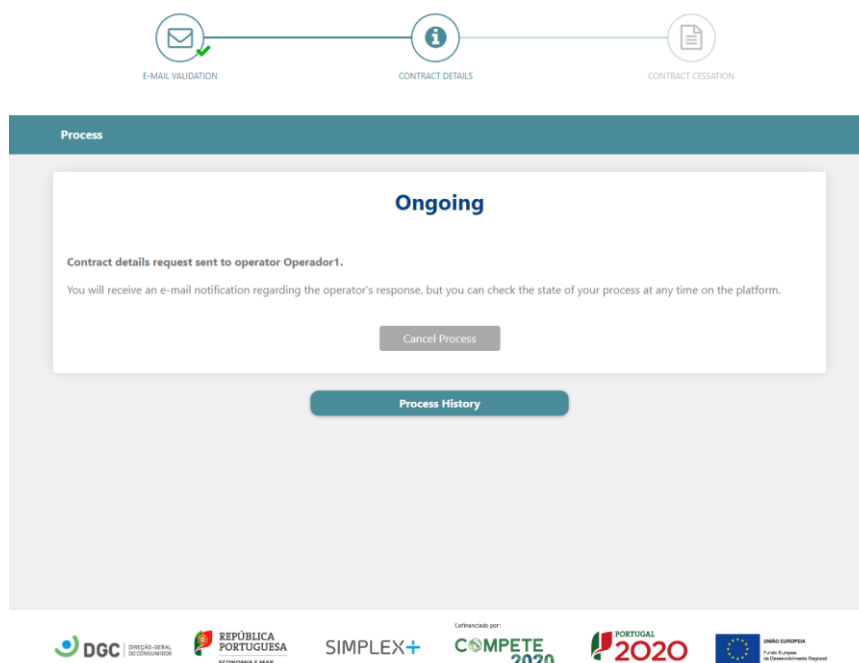


Image 10 - Process: Operator's response to Contract Details Request

## Plataforma de Cessação de Contratos – User Guide

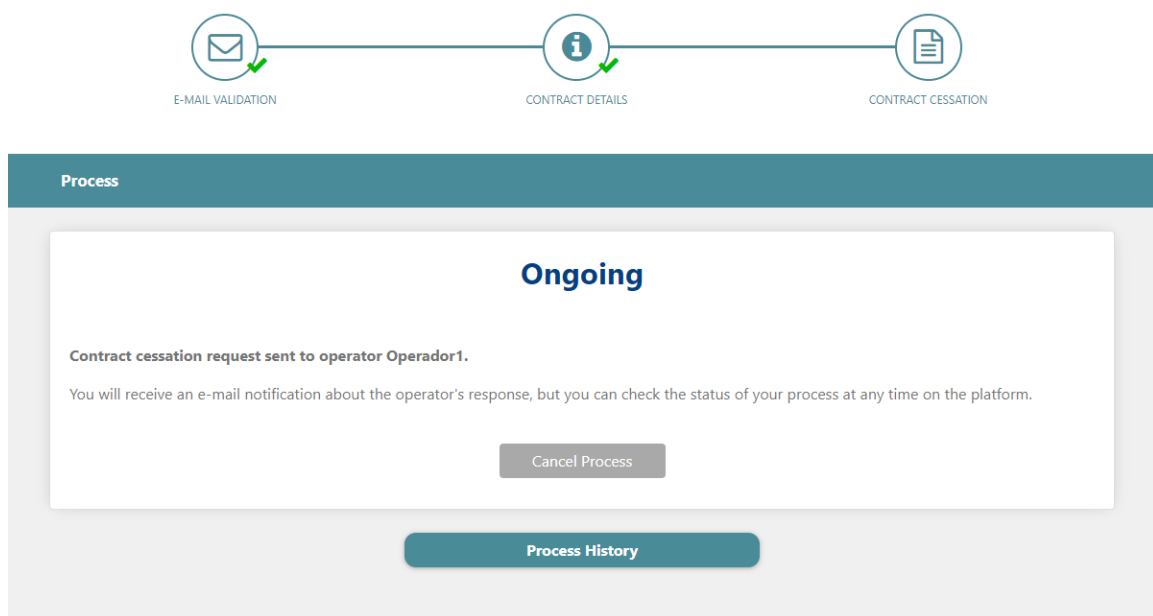


Image 11 - Process: Contract Cessation Request

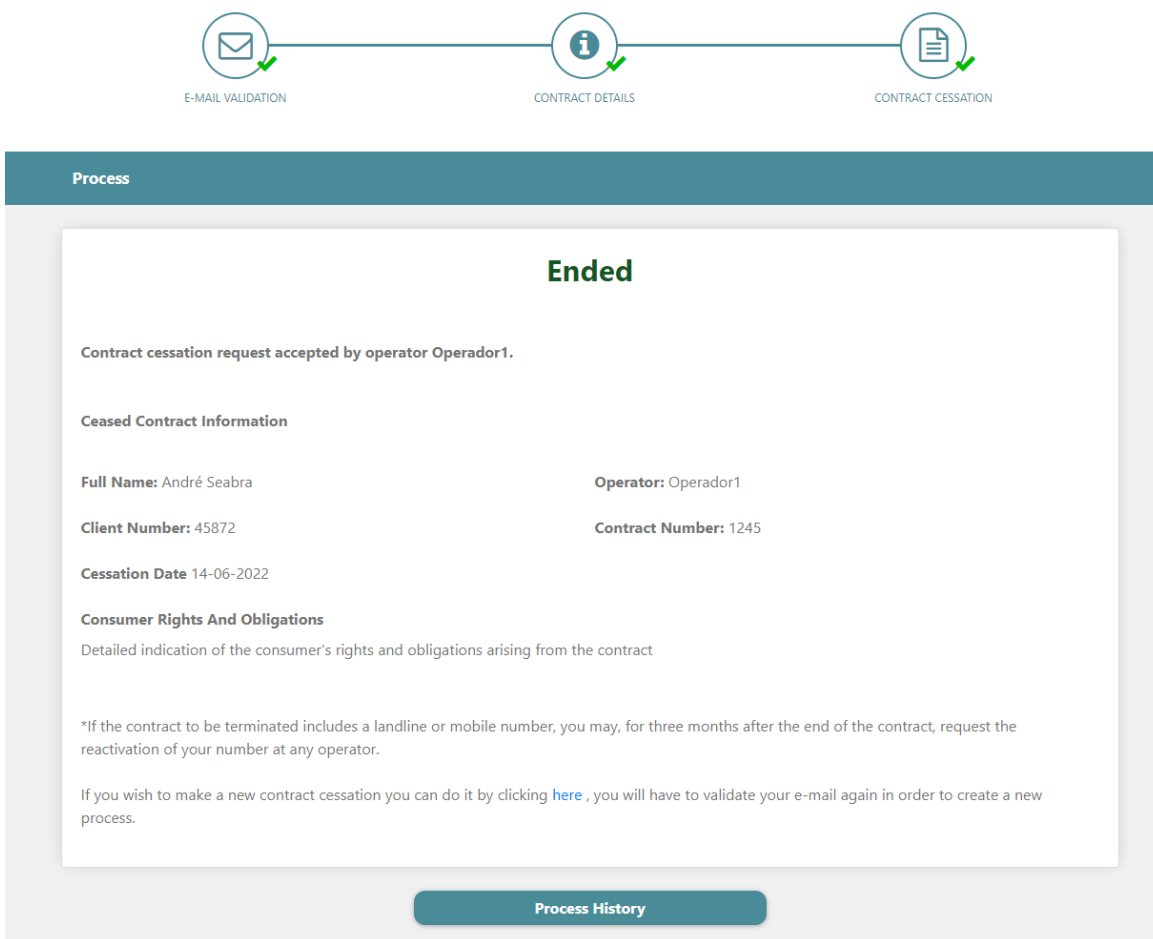
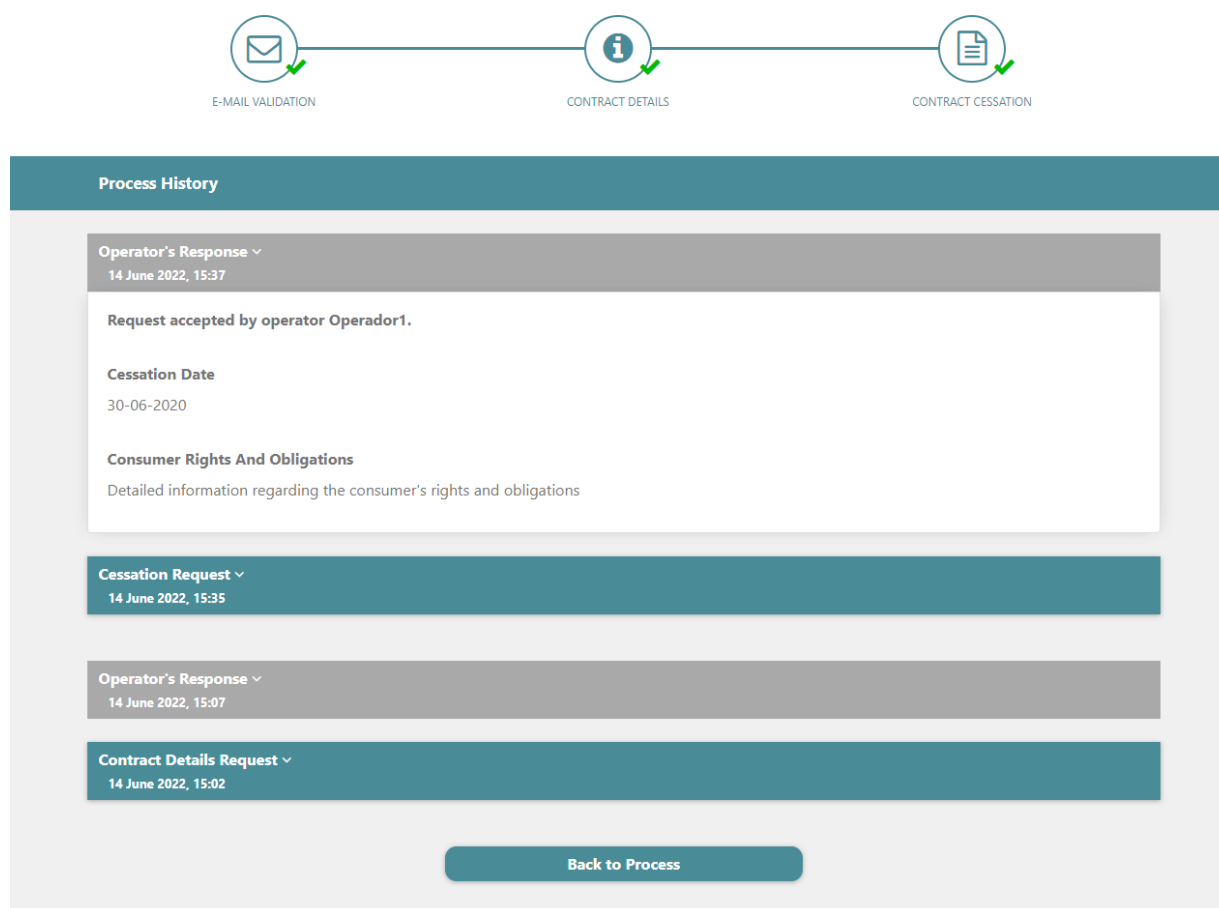


Image 12 - Process: Operators response to Contract Cessation Request

## Plataforma de Cessação de Contratos – User Guide



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Image 13 - Process History Page