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

E-MAIL VALIDATION	CONTRACT DETALS	CONTRACT CE	ESSATION	R POPT LODGED
New Process - E-mail Validation				
In order to make a contract details request a sent to you. E-mail * andre_seabra_6@hotmail.com Confirmation E-mail * andre_seabra_6@hotmail.com	nd, if you wish later, cease the contract, you will blicy. •	I have to validate your e-mail using	g the code that will be	
CONSIGNATION	SIMPLEX+ C®MERCEA per 2023 © Plataforma de Cessação de Cr Privacy Policy User Support	E20 PORTUGAS ontratos	Indo sanores free funges in Descriptions Region	

Image 1- E-mail Validation

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

	below:
	Start Process
If you receiv	red this email by mistake, please ignore its content. Thank you

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.

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	
If you have a Digital Mobile Key or Portuguese Citizen Card with a valid at a valid at a valid a	uthentication PIN, we recommend that you confirm your identity document.	
Operator * Operador1	Client Number * • 45872	
Contract Number * 1245		
Is the cause of this request the passing of the holder C O Check the box if yes.		
Proof of death document Choose File	2 Description	Attach
	Submit	

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.

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

Image 4 - E-mail notification regarding Contract Details Request

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.

Contract Details Req	uest Answered!	Contract Details Request Answered!
The operator accepted your co	ontract details request.	The operator rejected your contract details request.
Non Compliance Loyalty Cost:	200,00 €	Reasons
Other Costs:	0,00€	Invalid informations
Equipments To Be Delivered:	router, box	Click on the link below to view the operator's response and submit a new
Equipment Delivery Place:	Any Vodafone store	contract details request, if you wish.
Equipment Delivery Deadline:	08-06-2020	Contract Details Request
Equipment Delivery Penalty Value:	150,00 €	Best regards,
Any in debt amount that may already exist, add to	the conditions presented.	Plataforma de Cessação de Contratos
* Attachments to the request can be found on the j	platform,	
Click on the link below to proceed with t	the contract percetion request	
Contract Cessation	n Request	
Best regard	ds,	

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	CONTRAC	r details	CONTRACT CE	SSATION
Process / Contract Cessation Request				
Full Name: André Seabra		Petitioner E-mail: andre s	seabra 6@hotmail.com	
Portuguese Taxpayer Identification Number: 24	4773840	- 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 Dead	dline: 08-06-2020	
Equipment Delivery Penalty Value: 150,00 €				
* To the values presented, any amounts owed are added, for	or example, invoice due.			
"If the contract to be terminated includes a landline or mol operator. In addition to this platform, you can request the informational support addressed to the public, or even thre	bile number, you may, for th termination of the contract t ough the face-to-face service	ree months after the end of the con b.	contract, request the reactivati ttacts disclosed in the contract	on of your number at any or in any other
	Do you want to Yes	cease contract? * O No		
Cessation Request Reasons Bad Television service's Quality				
Attachments				
Choose File	±	Description		Attach
Attachments are optional and for exceptional situations.				
	_			
	Sut	omit		
	SIMPLEX +	Critercials por C MPETE 2020	PORTUGAL 2020	Lindo EuroPita Problement Hitlesentoneta Tapena
	2022 © Plataforma de Privacy Policy	Cessação de Contratos User Support		

Image 6 - Contract Cessation Request

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

Contract cessation request sent!
You contract cessation request was sent to operator Operador1, by Plataforma de Cessação de Contratos.
Request number
10225
Cessation Request Reasons
Bad Television service's Quality
* 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

Imagem 7 - E-mail notification regarding Contract Cessation Request

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!	Contract cessation re	quest answered!
	The operator accepted your co	ntract cessation request.
	You have 30 working days to prese information, and after this period has elements being presented	nt the missing documents or elapsed without the requested , the request lapses.
The operator rejected your contract cessation request.	Cessation 22-06-20	Date 20
	Consumer Rights Ar	d Obligations
Reasons	Detailed Indication of the consumer' from the co	s rights and obligations arising ntract
	Ceased contract i	nformation
reasons for request rejection	Full Name:	André Seabra
	Operator:	Operador1
	Client Number:	45872
	Contract Number:	1245
Click on the link below to view the operator's response and submit a new	Non Compliance Loyalty Cost:	200,00 €
contract cessation request, if you wish.	Other Costs:	0,00 €
Contract Cessation Request	"If the contract to be terminated inclu- you may, for three months after the e reactivation of your numb	les a landline or mobile number, and of the contract, request the er at any operator.
	You can review your process	by clicking on the link:
Best regards,	View proc	ess
Plataforma de Cessação de Contratos	Best rega Plataforma de Cessaçi	rds, io 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.

E-MAI	E-MAIL VALIDATION C	ONTRACT GEDALS	CONTRACT CESSTION
	Process		
Full Name: André S			
Portuguese Taxpay	C	Ongoing	
Request number: 1	Contract details request accepted by operator Operador1.		
Client Number: 458	Contract conditions: 📥 Download		
	Non Compliance Loyalty Cost: 200,00 €	Other Costs: 0,00 €	
Contract condition	Equipments To Be Delivered:		
Non Compliance L	box, router		
Equipments To Be	Equipment Delivery Place: Qualquer Loja	Equipment Delivery Deadline: 30-	06-2020
box, router	Equipment Delivery Penalty Value: 150,00 €		
Equipment Deliver	* To the values presented, any amounts owed are added, for example, invoice d You can now request a contract cessation or you can also cancel this	ue. process if you don't want to proceed.	
Equipment Deliver			
* To the values present	Contract Cessation	Request Cancel Process	

Image 9 - Process: Contract Details Request

E-MAIL VALID	ATION	CONTRACT	D DETAILS	CONTRACT CE	SSATION
Process					
		Ong	oing		
Contract details request You will receive an e-mail	sent to operator Operador	r 1. perator's response, bu	t you can check the state o	f your process at any time	on the platform.
		Cancel	Process		
		Process	History		
	Portuguesa	SIMPLEX+		PORTUGAL 2020	2474 LINKO EUROPEIA
	ECONOMIA E MAR	2022 © Distalaren de	2020	. 2020	de Deservolvinweite Reg

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

E-MAIL VALIDATION	CONTRACT DETAILS	CONTRACT CESSATION
Process		
	Ongoing	
Contract cessation request sent to operator Oper	rador1. erator's response, but you can check the status o	f your process at any time on the platform.
	Cancel Process	
(Process History	

Image 11 - Process: Contract Cessation Request

E-MAIL VALIDATION	CONTRACT DETAILS	CONTRACT CESSATION
Process		
	Ended	
Contract cessation request accepted by ope	rator Operador1.	
Ceased Contract Information		
Full Name: André Seabra	Operator: Operador1	
Client Number: 45872	Contract Number: 1245	
Cessation Date 14-06-2022		
Consumer Rights And Obligations		
Detailed indication of the consumer's rights an	d obligations arising from the contract	
*If the contract to be terminated includes a lan reactivation of your number at any operator.	dline or mobile number, you may, for three months after the	e end of the contract, request the
If you wish to make a new contract cessation y- process.	ou can do it by clicking here , you will have to validate your o	e-mail again in order to create a new

Image 12 - Process: Operators response to Contract Cessation Request

Process History		CONTRACTORI	AIL3	CONTRACT CES	ALION	
Operator's Response ~ 14 June 2022, 15:37						
Request accepted by operator	Operador1.					
Cessation Date						
Consumer Rights And Obligation Detailed information regarding the	ons ne consumer's rights and ol	oligations				
Cessation Request ~ 14 June 2022, 15:35						
Operator's Response v						
14 June 2022, 15:07						
Contract Details Request ~ 14 June 2022, 15:02						
		Back to Pro	ocess			
	EPÚBLICA DRTUGUESA SIMF	PLEX+	Collinaciado por: C MPETE 2020	PORTUGAL 2020	unióo Eutopeia Porte Europeia o Desenvolvmente Regional	

Image 13 - Process History Page