NOS GIVES MORE INFORMATION ABOUT CONDITIONS RELATING TO THE DURATION AND TERMINATION OF CONTRACTS

NOS will provide its customers with more information about contract durations, related charges and the way amounts payable by the customer are calculated, if the contract is terminated earlier than forecast, and also information about the extraordinary conditions that may allow them to cancel their contracts early without any related costs or surcharges.

The main objectives of NOS in doing this are to:

- explain, in a simple and illustrative manner, the situations in which a contract can be freely terminated, such as, a change of address, unemployment or prolonged illness, among others;
- increase the number of channels where information is provided relating to termination of contracts, over and above the SIF – Simplified Information Sheet – and the summary invoice.

This information, which will be available on the company’s website at the end of January, on the App, and in its customer area at the beginning of February, is yet another measure taken towards simplification, transparency and value creation for the Portuguese by NOS, in addition to others that have been divulged recently.

About NOS
NOS is the biggest communications and entertainment group in Portugal. It offers latest generation fixed and mobile phone, television, Internet, voice and data solutions for all market segments. It is leader in Pay TV, new generation broadband services and in cinema distribution.

In the business segment, it has positioned itself as a sustainable alternative in the Corporate and Mass Business segments, offering a broad portfolio of products and services with tailor made solutions for each sector and for businesses of different sizes, complementing its offer with ICT and Cloud services.

NOS is part of the main Portuguese stock exchange index (PSI-20), and has more than 4.8 million mobile phone, 1.6 million television, 1.8 million fixed telephone and 1.4 million fixed broadband Internet customers.
For more information, go to: http://www.nos.pt/institucional