

## End User's Unique Statement of Contract Termination With Existing Service Provider

GENERAL DATA	
Name/Surname/Company Name:	
VAT ID::	
Subscriber's number / numbers:	
VPN batch or series on the connection:	<input type="checkbox"/> Yes <input type="checkbox"/> No
Address of the connection::	
Service label with current service provider:	
Services which customer wants to terminate with current service provider:	<input type="checkbox"/> Network access <input type="checkbox"/> Voice services <input type="checkbox"/> Internet <input type="checkbox"/> TV <input type="checkbox"/> All Services
Services which customer wants to keep with existing operator:	<input type="checkbox"/> Network access <input type="checkbox"/> Voice services <input type="checkbox"/> Internet <input type="checkbox"/> TV
In relation with Internet services customer will keep the following accounts::	<input type="checkbox"/> web hosting <input type="checkbox"/> e-mail addresses _____ <input type="checkbox"/> all customer's accounts
Contact details:	Telefon/ mob: e-mail:
<input type="checkbox"/> Subscriber is familiar and agrees to pay to existing operator/operators all fees related to earlier contract termination (Check only if subscriber have active contract with minimum lenght which not yet expired)	
REQUEST FOR NUMBER TRANSFER	
Name of the leaving service provider:	
Name of the receiving service provider:	
Request for number transfer is bound to wholesale (line rental) service:	<input type="checkbox"/> Yes <input type="checkbox"/> No
FILLING LEAVING OPERATOR	
<input type="checkbox"/> End user is giving up from contract termination <input type="checkbox"/> End user gave up from keeping the service	
<b>It is terminating (it is needed to check which wholesale service Receiving Operator terminates):</b>	
<input type="checkbox"/> active contract for unbundled access to local loop service	_____ service ID
<input type="checkbox"/> active contract for wholesale broadband access service	_____ service ID
<input type="checkbox"/> active contract for lease of subscriber's line	
<input type="checkbox"/> active contract for carrier pre-selection	
<input type="checkbox"/> active contract for providing infrastructure operator's services	_____ service ID
Leaving Carrier Signetur	
In _____, _____ year. _____	

**New operator will at the latest of 25 days from the day of signing this End User's Unique Statement of Contract Termination With Existing Service Provider notify end user about accepting or not accepting this request, as well as about date of number transfer. (if there is included number's porting together with operator's change). In case that end user in required terms did not received specified notification it is considered that request is denied, except in occasion when new-receiving operator obtain end user approval for extending validity of request.**

Subscriber approves HT to keep/transfer his telephone number in case of activation subscriber's lease line service. Subscriber expressly approves mandate new/receiving service provider to refer this unique Statement to current/leaving service provider and wholesale operator together with unique statement for wholesale services.

Applicant of this end user's unique statement of contract termination with existing carrier (Further: „Statement“) declares by submitting this Statement also submits request for contract termination with existing/leaving carrier, respectively request for suspension of marked services inside Statement with current/leaving service provider and expressly approves mandate new/receiving service provider to refer this unique Statement to current/leaving service provider.

Applicant of the Statement confirms that he was informed that on the occasion of the termination of the use of Internet access services required to request the disconnection of all allocated accounts from the existing/leaving service provider, that can keep their accounts. The Applicant acknowledges that it is, in case that holds up the required service with the existing operator, ready to bear future costs

Applicant of this Statement with his signature confirms that he agrees that his personal data, which are used for the purpose of providing the service of number portability, collected, processed and exchanged between operators and Croatian Regulatory Authority for Network Activities (HAKOM) in order to provide number portability service.

Once the current/leaving service provider has received Statement, applicant can not request cancelation of number portability. Except in the following circumstances:

- a) if there has been a delay in the transfer of the number of more than 8 working days,
- b) in the case of misleading sales,
- c) if it exercised the right to unilaterally terminate the contract in accordance with special regulations on consumer protection.

The Applicant shall pay to the current/leaving operator of communications services for time until the transfer to the Recipient number has been executed, respectively until the moment of realization of services in the network of the new operator, and regardless of the telephone number transfer or realization of services with new operators. Obligations regarding the payment or refund of the equipment are applicable until the time of settlement of all debts for the service concerned.

The subscription service between the existing operator and the Applicant which telephone number/s has been successfully transferred to a new/receiving service provider's network, or the service is realized with new operator it shall be considered terminated at the time of completion of number portability or at the moment of implementation services to new operators.

The Applicant is fully familiar with the following:

- a) within which time frame a new operator is obliged to inform the end user of acceptance or rejection of the Request,
- b) the period for which the new operator shall give notice to the end user which will bear the date and the time frame number portability,
- c) services of existing operators which will be terminated after the number transfer will be done in the network of the recipient number or after the implementation of services with new operator,
- d) the extent of use and activation of services of the new operator,
- e) all of the reasons for rejecting the Application,
- f) all of the reasons for the Request delay,
- g) possibility that requested number is inside ISDN or VPN series referring to the same port,
- h) the possibility of activation of free services information on the network in which the called number belongs,
- i) rights to compensation in case of late transfer number or in case of delay in the implementation during the operator change,
- j) that the submission of the application gives its consent to the existing and the new operator for the exchange of information on outstanding and overdue, and uncontested debts, in order to protect from misuse of electronic communications services.

If the change is accompanied by an operator's request for number portability, upon notification from leaving carrier to postpone, which contains the earliest date of number transfer, recipient of the number will agree with the Applicant, to arrange a new date for the number transfer and submit it to the current/leaving service provider.

If the change of operator is accompanied with the telephone number transfer,

Ukoliko je promjena operatora praćena s prijenosom broja, Applicant with his signature authorize the number recipient carrier on filing objections to the unjustified refusal or postponement of the deadline for number portability.

Applicant with his signature confirms that he understands and agrees with all the above conditions for change operators.

This request shall be submitted in two copies of which one retains the Applicant, and other new operator.

Authorized Signature and seal of the new operator

*Signature of the Applicant*

*Date and place:*