

**GENERAL PROVISIONS (Cont.)**

**SECTION 15 - TERMINATION OF SERVICE AT THE CUSTOMERS REQUEST**

- 15.1 The following provisions apply in relation to the termination of service at the Customers request. (T)  
(T)
- (A) The following terms and conditions describe the process for termination of service at the Customers request and only apply to Claro residential Customers. (N)
- (B) To request the termination of service by the Customer no balance in arrears should exist. In order for the request for termination of service at the Customers request to process the Customer must pay the amount due at the moment of the request.
- (C) In cases in which the Customer has an existing service contract and the request for termination of service is requested before its expiration date, an applicable early termination fee shall apply at the moment of the request for termination of service by the Customer.
- (D) The request for termination of service by the Customer will have an effective date of the last day of the Customers billing cycle in accordance with the day of the request for termination of service.
- (E) The Customer is responsible for all service charges and or consumption incurred from the date of the request for termination of service until the last day of the billing cycle. Charges will be included on the final bill.
- (F) The Customer must meet the identification process requirements established by the Company to proceed with the request for termination of service. (N)