

## **On Eliminating Systemic Deficiencies in COMBO Postpaid Service Packages under the “Credit Limit” Program**

### **1. Features of Main and Duplicate COMBO Postpaid Packages**

All COMBO service packages include monthly mobile service allowances.

1. After consuming the mobile service allowances in the Main package, further usage is charged according to applicable tariffs.

**! 2. After consuming the mobile service allowances (specifically mobile internet volume) in the Duplicate package, mobile internet speed is reduced to 1 Kbps, and internet access is suspended — even if the “Giga” or any other internet service is activated.**

### **2. Guidelines for Connecting/Switching to a Duplicate Package**

All current and new subscribers may choose to connect to either the Main or the Duplicate package.

1. Existing COMBO Main package subscribers may switch to the Duplicate **package only on the 1st of each month to avoid additional charges.**

2. New subscribers can initially select either the Main or the Duplicate package.

3. Subscribers of the Duplicate package can switch to the Main package **only on the 1st of each month to avoid extra charges.**

**! If a Duplicate package subscriber has an urgent need to restore mobile internet access, a VSG/D2D staff member must contact the VAUVVB department.**

### **3. On Fixing System Malfunctions in the Duplicate Package**

After the included mobile internet volume is consumed, the reduction in internet speed may not occur immediately but with a delay, during which the subscriber may still generate internet traffic.

**! Any resulting debt from additional mobile internet traffic usage at the end of the billing cycle is subject to compensation in accordance with the guidelines outlined in this order.**

### **4. Customer Service Procedure for Duplicate Package Subscribers**

Requests for changing mobile internet speed are not accepted during the month. Any changes are implemented only on the 1st day of the reporting month.

Changes are made by VSG/D2D personnel.

In the event of a package change, a new contract is signed with a corresponding note indicating the condition of internet speed reduction.