



**PROCESSING OF ADDITIONAL & WITHDRAWAL REQUESTS
DURING A MONTH
BASIC SERVICES & PACKAGES**

For reasons of excessive and unreasonable costs, TFLM must limit the number of requests for changes to services and packages, within one month of billing

Modifications to the services and packages: WITHOUT MANAGEMENT FEES

TELEVISION

Services & packages

- **Addition of the HD or a Thematic package, during the month** **YES**
Rate calculation: **By applying a pro rata**
- **Withdrawal of the HD or a Thematic package, during the month** **NO**
- **Addition of a Set-top, during the month** **YES**
Management fees calculation: **By applying a pro rata**
- **Withdrawal of a Set-top, during the month** **NO**

Prorates under \$ 2 will not be charged

Please note

HD or Thematic packages must be kept for a minimum of 3 months

Closing the account

The services will be invoiced on the closing date requested by the customer
Any prepayment will be refunded on a pro rata basis