



**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

INTERNET

Services & packages

- **Change to a faster package, during the month** **YES**
Rate calculation: **By applying a pro rata**
- **Change to a slower package, during the month** **NO**
- **Addition of the Unlimited volume package, during the month** **NO**
- **Withdrawal of the Unlimited volume package, during the month** **NO**

Please note

The addition or withdrawal of the Unlimited Volume package is done at the beginning of the month

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