



**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

PHONE SERVICE

Services & packages

- **Addition of a package, during the month** **YES**
Rate calculation: **By applying a pro rata**

- **Withdrawal of a package, during the month** **NO**

- **Addition or withdrawal of the Unlimited calls package, during the month** **NO**

Prorates under \$ 2 will not be charged

Please note

- ✓ **Emergency services, 411 Assistance and star services**
***57 - *69 - *72 remain free of any constraint.**

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