

## Disconnection Policy

A Customer will be disconnected from the network if s/he does not carry out any chargeable event in a period of three hundred and sixty-five (365) days. A chargeable event can be any event or service resulting in a decrease in the prepaid credit account or bundles. If a Customer carries out a chargeable event, the 365-day period shall start afresh. For example, if the Customer makes a chargeable voice call, the 365-day period starts running from the day the call is made.

If a Customer terminates his/her service or is disconnected from the network, s/he will lose any unutilised credit in his/her account and will no longer avail of the number allocated to him/her.

In the event that a Customer meets the above criteria for disconnection, s/he will receive a notification SMS three (3) days before disconnection informing that that account will be disconnected in three (3) days unless an activity is performed.