



MOBILE VALUE ADDED SERVICES



Know your rights!

Information
before
Subscription



- Get full information about the service or offer, its nature, and its payment dates. You can always get this information through the subscription method and before completing the process.
- Make sure to receive notifications via SMS for any deduction on your balance.



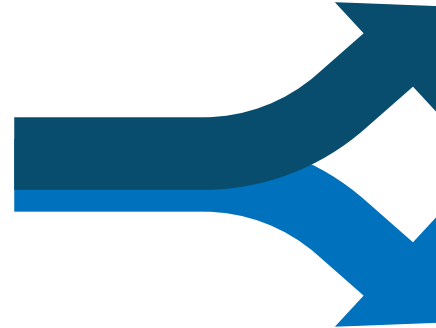
- Make sure that the Sender Name from which the service is advertised is displayed in the SMS messages.
- The data must be clear regarding the subscription fee and how to unsubscribe from the service, via SMS messages, upon completion of the subscription process.



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Information
Upon
Subscription



- Upon subscribing to a recurring service, make sure you receive a message periodically with any deduction and with the details of the subscription and how to exit the service.
- You can request to cancel any VAS at any time and free of charge by calling *155# or contacting your mobile company.
- When subscribing to one of the VAS, make sure to receive a message that includes confirmation of the subscription process and how to cancel from the service provider.
- If you have any complaint that you have submitted to your mobile operator and it has not been resolved within the period specified, you can contact the NTRA call center on 155 as a second step to investigate your complaints.

