

2. Monitoring after activation

- (1) Verification calls: After activation, relatively “high-risk” applicants will receive a follow-up call from the Company to guard against fraud/fake accounts. In incidents where fraud is suspected (e.g. fake accounts), the Company will suspend phone service during the investigation period to protect customers’ interests.
- (2) Credit classification: The system grades and authorizes credit based on customers’ usage and payment history. When a customer’s usage exceeds his credit and a verifying call confirms that usage is unusual and abnormal, the Company will temporarily suspend phone service during the investigation period to protect customers’ interests.
- (3) Wireless data service notification: There is a notification mechanism to alarm customers when they are using mobile internet service domestically or overseas. Through the new feature of NTR (Network Traffic Re-direction), introduced in the middle of 2011, users who signed up for discounted international data roaming packages will be registered on the preferred network automatically. For those who haven’t signed up for this service, they will still be alerted and notified by text messages sent from the Company when they are using international data roaming.

Other significant items: None