

# Customers who switch from prepaid to postpaid will not charge

The Ministry of Information and Communications has issued a document asking operators not to charge for prepaid subscribers who switch to postpaid ones.

After issuing Circular 47, the promotion for prepaid subscribers is tightened, only the promotion level is 20%, while the maximum promotion level for postpaid subscribers is still 50%, the Ministry of Information and Communications has continued writing to ask operators not to charge for prepaid subscribers who switch to postpaid ones.

Previously, when a user wishing to switch from prepaid to postpaid subscribers would lose a fee, the promotional account would not be transferred to postpaid subscribers.



Operators must not charge prepaid subscribers to postpaid.

According to the Ministry of Information and Communications, tightening the promotion level of prepaid subscribers to ensure customers' benefits and ensure healthy competition in the mobile information service market, promote the development of postpaid subscribers. and also restrict spam messages.

After Circular 47 takes effect, many prepaid subscribers have converted to postpaid and still enjoy the promotion level of not more than 50%.

The ministry also asked operators to review the procedure of switching from prepaid to postpaid, ensuring simplicity, convenience and maintaining the main account for customers.

See more:

1. Prepaid mobile subscribers are only entitled to a promotion of up to 20% from 1/3/2018
2. How to check which service Viettel is using on the phone
3. Send a message when the money runs out and there is no internet with Call me back service

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