

# VinaPhone, Viettel started cutting one-way communication with subscribers not adding information

From June 1, 2018, VinaPhone started cutting away the communication of mobile subscribers who did not update, supplement information and portraits according to regulations despite being notified many times.

From June 1, 2018, VinaPhone started cutting away the communication of mobile subscribers who did not update, supplement information and portraits according to regulations despite being notified many times.

Previously, VinaPhone has continuously sent notice to customers who have not updated enough information and portraits to invite them to VinaPhone stores to complete. At the same time, this operator added staff, increased the working hours of transactors, opened more online support channels to support customers. And VinaPhone network does not support temporary unblocking users.

To add mobile subscriber information to VinaPhone network, in addition to going directly to customers' shops, it can be done at home as instructed in the article "Instructions for checking and supplementing VinaPhone subscriber information to not one-way locked at home".



Viettel network operator has also started to stop one-way communication with subscribers who receive 5 messages but have not yet implemented additional information and portrait photos from June 2. In order to resume contact, customers need to contact Viettel's transaction points to update information or can update via My Viettel application.

1. Instructions for adding Viettel prepaid subscription information right at home
2. How to check whether Viettel subscribers need additional personal information before April 24 or not

Unlike VinaPhone, Viettel supports users to temporarily block in case of force majeure, they cannot add information and portrait right away.

1. Temporary unblocking method SIM Viettel has not registered information

See more:

1. Adding subscriber information through the application but still not confirmed why?
2. What to do when I find out that I own a SIM card?
3. Instructions to update subscription information for St. SIM to not be locked one way

You finished reading the article "**VinaPhone, Viettel started cutting one-way communication with subscribers not adding information**" edited by the [TipsMake](#) team. We hope this article has provided you with many useful tech tips and tricks. You can search for similar articles on tips and guides. Thank you for reading and for following us regularly.