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MyKG2PG Services that are activated for a customer account are not automatically renewed. The customer is required to inform us of their intent to renew the service either through the settings in the online customer profile or should contact our customer service agents. A reminder email is sent to the customer once at 45 days to expiry of service and weekly reminders thereafter until the service is either deactivated or renewed by the customer. Customer service agents may contact the customer through telephone to confirm intent to renew the services and will assist the customer as required.

#### **DEACTIVATED SERVICES**

Data created by and for services that are not active any longer for a subscriber is automatically deleted from our servers after a grace period of 4 weeks from the date of expiry of the service. Reminder emails are sent and communication efforts are made alert the customer of data scheduled for deletion until 2 days before the date of deletion.

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