

SAF

1. Why was I not informed that the package was depreciated before I paid for it?
2. Why was I asked to opt in to a new package and then told that I had to pay a debt?
3. Why was I told I had a debt of 3700kes and then told later that there was no debt?
4. Why is the internet still not working even after I paid the supposed debt?
5. What is the concrete solution to this issue?
6. Can you provide me with a clear breakdown of my account to help me understand why I was initially told I had outstanding debt?
7. What can be done to resolve the issue with my internet not working? Is there a technical issue that needs to be addressed, or is it related to my account status?
8. Can I get a refund for the post-paid package I purchased since it was already depreciated and not working?