

Dear customers,

Thank you for your continuous trust and support of Chunghwa Telecom. We are pleased to introduce to you our new and easy-to-read billing system. Starting in January 2011, the monthly billing cycle for fixed line, mobile and internet services will be adjusted to be consistent with that of communication fees. Please be advised that the billing cycle for communication fees and the payment due date will remain unchanged. Detailed information and a comparison regarding this new billing adjustment is listed below. For more inquiries, please log-on to [www.cht.com.tw](http://www.cht.com.tw) or call our toll-free direct service number 123 (fixed-line user) or 800 (mobile user).

★ Illustration table for monthly fee's billing cycle before/after adjustment:

Billing cycle (different cycles)	Billing period for communication fee	Monthly fee billing cycle		Payment deadline (payment deadlines fall on Saturday, Sunday and holidays are met on the next business day)
		Before adjustment	After adjustment	
		Bills before December 2010 (including December 2010's bill)	Bills after January 2011 (including January 2011's bill)	
1 <sup>st</sup> cycle	From 1 <sup>st</sup> day of last month to last day of last month	From 1 <sup>st</sup> day of the month to last day of the month	From 1 <sup>st</sup> day of last month to last day of last month	25 <sup>th</sup> day of the month
2 <sup>nd</sup> cycle	From 6 <sup>th</sup> day of last month to 5 <sup>th</sup> day of the month		From 6 <sup>th</sup> day of last month to 5 <sup>th</sup> day of the month	30 <sup>th</sup> day of the month
3 <sup>rd</sup> cycle	From 11 <sup>th</sup> day of last month to 10 <sup>th</sup> day of the month		From 11 <sup>th</sup> day of last month to 10 <sup>th</sup> day of the month	5 <sup>th</sup> day of next month
4 <sup>th</sup> cycle	From 16 <sup>th</sup> day of last month to 15 <sup>th</sup> day of the month		From 16 <sup>th</sup> day of last month to 15 <sup>th</sup> day of the month	10 <sup>th</sup> day of next month
5 <sup>th</sup> cycle	From 21 <sup>st</sup> day of last month to 20 <sup>th</sup> day of the month		From 21 <sup>st</sup> day of last month to 20 <sup>th</sup> day of the month	15 <sup>th</sup> day of next month
6 <sup>th</sup> cycle	From 26 <sup>th</sup> day of last month to 25 <sup>th</sup> day of the month		From 26 <sup>th</sup> day of last month to 25 <sup>th</sup> day of the month	20 <sup>th</sup> day of next month

★ Illustration table for monthly fee's billing cycle (from December 2010 to February 2011)

Billing cycle (different cycles)	Billing month	Monthly fee's billing cycle	Days in monthly fee's billing cycle	Payment deadline (payment deadlines fall on Saturday, Sunday and holidays are met on the next business day)	Note
1 <sup>st</sup> cycle	December 2010	From 12/01/2010 to 12/31/2010	30 days	December 25, 2010	To observe Chinese New Year holiday, payment of 3 <sup>rd</sup> billing cycle to 6 <sup>th</sup> billing cycle of January 2011's bill will be deferred accordingly.
	January 2011	From 12/01/2010 to 12/31/2010	0	January 25, 2011	
	February 2011	From 01/01/2011 to 01/31/2011	30 days	February 25, 2011	
2 <sup>nd</sup> cycle	December 2010	From 12/01/2010 to 12/31/2010	30 days	December 30, 2010	
	January 2011	From 12/06/2010 to 01/05/2011	5 days (Jan 1 <sup>st</sup> – Jan 5 <sup>th</sup> )	January 30, 2011	
	February 2011	From 01/06/2011 to 02/05/2011	30 days	February 28, 2011	
3 <sup>rd</sup> cycle	December 2010	From 12/01/2010 to 12/31/2010	30 days	January 5, 2011	February 9
	January 2011	From 12/11/2010 to 01/10/2011	10 days (Jan 1 <sup>st</sup> – Jan 10 <sup>th</sup> )	February 5, 2011	
	February 2011	From 01/11/2011 to 02/10/2011	30 days	March 5, 2011	
4 <sup>th</sup> cycle	December 2010	From 12/01/2010 to 12/31/2010	30 days	January 10, 2011	February 14
	January 2011	From 12/16/2010 to 01/15/2011	15 days (Jan 1 <sup>st</sup> – Jan 15 <sup>th</sup> )	February 10, 2011	
	February 2011	From 01/16/2011 to 02/15/2011	30 days	March 10, 2011	
5 <sup>th</sup> cycle	December 2010	From 12/01/2010 to 12/31/2010	30 days	January 15, 2011	February 18
	January 2011	From 12/21/2010 to 01/20/2011	20 days (Jan 1 <sup>st</sup> – Jan 20 <sup>th</sup> )	February 15, 2011	
	February 2011	From 01/21/2011 to 02/20/2011	30 days	March 15, 2011	
6 <sup>th</sup> cycle	December 2010	From 12/01/2010 to 12/31/2010	30 days	January 20, 2011	February 22
	January 2011	From 12/26/2010 to 01/25/2011	25 days (Jan 1 <sup>st</sup> – Jan 25 <sup>th</sup> )	February 20, 2011	
	February 2011	From 01/26/2011 to 02/25/2011	30 days	March 20, 2011	

