

Dear Customer,

A new service is available from Hungary: "Barat es Rokon" (Friends and Family). With your permission, friends or relatives will be able to call you from Hungary, and you will pay the bills here in the US. The rates will be similar to the ones you pay when calling from USA to Hungary. Please note that they will be able to call any phone number using this service from Hungary. Therefore, please give the instructions only to people you trust.

Account number at Pannon Telecom: \_\_\_\_\_

Your E-mail address: \_\_\_\_\_

Your name: \_\_\_\_\_

I am ordering the "Barat es Rokon" service and accept to pay for calls made using this service from the following phone numbers:

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Dear Customer,

The Friends & Family Program (FFP) program is accessible from Hungary by dialing the toll-free **06 80 101 101** number. This toll-free number is available in most areas except in some non-Matav area and cellular phones. In areas where the toll-free numbers do not work or from cellular phones please use the local **06 1 814 9595** phone number. The cost for this local call will be charged to the caller.

**Dialing instructions:**

Call from a station that is programmed into our system:

- 1) Call the **06 80 101 101** access number. First you will hear our welcome message in Hungarian.
- 2) After the message please dial the number you wish to reach (ex: 1 818 597 2338).
- 3) If you wish to place another call, please do not hang up: press the # key for two seconds and you will hear the message again. Call the new number.

If you call from a station that is not in our database, the system will ask you to dial your PIN code. After dialing your PIN code, the system will instruct you to dial the number you wish to reach.

*Pannon Telecom Inc Fax 818 874-9472*

*Customer Service from Hungary 06 40-102-102*