

TERMS AND CONDITIONS - LIBEY

Promotion Overview

1. **"Libey"** (hereinafter referred to as the **"Promotion"**) is a promotion conducted by Ooredoo Maldives PLC (hereinafter referred to as **"Ooredoo"**) in which Eligible Customers of Ooredoo stand a chance to win the Prizes as stated herein. The winners of the Prizes will be selected via lucky draws conducted among Eligible Customers on the Lucky Draw Dates as specified in these terms and conditions.

Promotional Period

2. The duration of the Promotion shall be from and including 00:00 hours of 23rd September 2024 until and including 23:59 hours of 5th January 2025, (referred to herein as the **"Promotional Period"**). One lucky draw will be taken among Eligible Customers on every Sunday and Wednesday occurring during the Promotional Period (each such date referred to herein as a **"Lucky Draw Date"**), with a total of 30 (thirty) lucky draws to be taken during the entire Promotional Period.

Eligibility Criteria

3. Individual customers of Ooredoo's Mobile (postpaid or prepaid), SuperNet, Faseyha or 5G AirFibre service who have satisfied the conditions specified hereinbelow, as at 00:00 hours of a Lucky Draw Date (referred to herein as **"Eligible Customers"**) will be eligible and included in the lucky draw conducted on that respective Lucky Draw Date.
4. For purposes of these terms and conditions, the **"Minimum Period"** shall mean the 30 (thirty) calendar days immediately preceding but excluding the respective Lucky Draw Date.
5. An Eligible Customer may either be an "Existing Customer" or a "New Customer" as specified below:
 - (a) An Existing Customer shall be any individual customer who:
 - (i) is subscribed to either Ooredoo's Mobile postpaid, SuperNet, Faseyha or 5G AirFibre service; has been on a rate plan for which the total billed amount inclusive of applicable taxes is greater than or equal to MVR 250 (two hundred and fifty Maldivian Rufiyaa) per month during the Minimum Period or the total charged amount pertaining to the Minimum Period for the service (including amounts pertaining to any add-ons, usage based charges or otherwise) inclusive of applicable taxes is greater than or equal to MVR 250 (two hundred and fifty Maldivian Rufiyaa); and has kept the service active for the Minimum Period; or
 - (ii) is subscribed to Ooredoo's Mobile prepaid service; has kept the service active for the Minimum Period; has spent an amount greater than or equal to MVR 250 (two hundred and fifty Maldivian Rufiyaa) in respect of the service during the Minimum Period; and has used the service on a minimum of 25 (twenty-five) days out of the Minimum Period, on each such day to either:
 - (1) make or receive a call; or
 - (2) use Mobile data more than or equal to 1 (one) megabyte.
 - (b) A New Customer shall be any individual customer who is subscribed to either Ooredoo's Mobile (postpaid or prepaid), SuperNet, Faseyha or 5G AirFibre service but the service has been active for less than the Minimum Period and:
 - (i) is subscribed to a rate plan for which the total billed amount inclusive of applicable taxes is greater than or equal to MVR 400 (four hundred Maldivian Rufiyaa) per month;
 - (ii) the total charged amount for the service (including amounts pertaining to any add-ons, usage based charges or otherwise) inclusive of applicable taxes is greater than or equal to MVR 400 (four hundred Maldivian Rufiyaa); or
 - (iii) has paid an amount greater than or equal to MVR 400 (four hundred Maldivian Rufiyaa) in respect of the service.

6. In the following instances, the customer shall not be considered as an Eligible Customer for purposes of this Promotion;
 - (a) where a customer subscribed to any service(s) out of those stated in clause 5 above, but such service is not payable or paid for by the individual customer (i.e. services that are paid for or payable by entities on behalf of the individual customer); and
 - (b) all Tourist and VIP rate plans.
7. For avoidance of doubt, even if a customer has subscribed to more than one type of service and/or multiple instances of the same type of service out of those stated in clause 5 above, the customer will be considered only once in any lucky draw for which the customer is eligible for. For example, if a customer fulfils the criteria for Eligible Customer by fulfilling the requirements for an Existing Customer as well as a New Customer in respect of a particular lucky draw, the customer's name will still be included only once in that lucky draw.

Flow and Promotional Prize

8. Ooredoo shall carry out 1 (one) lucky draw among the Eligible Customers on each Lucky Draw Date occurring during the Promotional period.
9. The winners of the lucky draws conducted under this Promotion shall receive the prize of 1 (one) motor bike each (each such item hereinafter referred to as "**Prize**"). The model of the bikes that will be awarded to the winner of the lucky draw on each Lucky Draw Date will be decided by Ooredoo at its discretion.
10. The winners of the lucky draw shall not be allowed to claim or entitled for money or any alternate compensation or benefit in substitution of the Prizes or any part thereof.

General Terms;

11. A winner of any lucky draw held during the Promotion shall not be eligible for any future lucky draws held during the Promotional Period.
12. The lucky draws under this Promotion may be held directly by Ooredoo or any other party as may be decided by Ooredoo in its sole and entire discretion.
13. In order to inform a winning customer, Ooredoo is only required to call the phone number associated with or listed as the primary contact (in case of non-mobile services) of the respective service which entitled the customer to become an Eligible Customer under this Promotion. Ooredoo will attempt to call the number on three different occasions. Where the customer is not deemed reachable or unresponsive at the sole discretion and opinion of Ooredoo, Ooredoo may decide to disregard the win entirely or award the win to another Eligible Customer as may be decided by Ooredoo in its sole and entire discretion.
14. If any winning customer fails to claim and take their Prize within the timeframe decided by Ooredoo, then Ooredoo may at its sole discretion cancel such win and the customer shall no longer be entitled to receive or claim for the Prize.
15. The announcement of the lucky winners of the Promotion will be made at the sole and entire discretion of Ooredoo. By accepting the Prizes, the winning customers agree and consent to Ooredoo taking and utilizing pictures and videos of the customers for purposes of announcing the winners of the Promotion and for Ooredoo's promotional and advertisement purposes thereafter.
16. Ooredoo has the right, in its sole and entire discretion to change the Prizes as it deems fit or cancel the Prizes offered entirely without any liability to its customers or any other party.

17. The terms and conditions of the Promotion as specified herein shall override any other communication received to a customer or any other party in relation to this Promotion, whether or not such is communicated by Ooredoo.
18. Ooredoo may at any time by its sole and entire discretion chose to suspend, revoke or terminate the Promotion without any liability whatsoever to any party.
19. **Need more help?** For any assistance, dial 929, anytime, any day.

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