

TERMS AND CONDITIONS - LIVE UNLIMITED

Promotion Overview

1. **“Live Unlimited”** (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 00:00:00 hours of 9th April 2025 until and including 23:59:59 hours of 14th May 2026 (referred to herein as the **“Promotional Period”**). A lucky draw will be taken among Eligible Customers on the dates specified in clause 3 below occurring during the Promotional Period (each such date referred to herein as a **“Lucky Draw Date”**), with a total of 20 (twenty) lucky draws to be taken during the entire Promotional Period.
3. The Lucky Draw Dates shall be as follows:

Lucky Draw	Date
Lucky Draw 1	29 th April 2025
Lucky Draw 2	19 th May 2025
Lucky Draw 3	8 th June 2025
Lucky Draw 4	28 th June 2025
Lucky Draw 5	18 th July 2025
Lucky Draw 6	7 th August 2025
Lucky Draw 7	27 th August 2025
Lucky Draw 8	16 th September 2025
Lucky Draw 9	6 th October 2025
Lucky Draw 10	26 th October 2025
Lucky Draw 11	15 th November 2025
Lucky Draw 12	5 th December 2025
Lucky Draw 13	25 th December 2025
Lucky Draw 14	14 th January 2026
Lucky Draw 15	3 rd February 2026
Lucky Draw 16	23 rd February 2026
Lucky Draw 17	15 th March 2026
Lucky Draw 18	4 th April 2026
Lucky Draw 19	24 th April 2026
Lucky Draw 20	14 th May 2026

Eligibility Criteria

4. Individual customers of Ooredoo’s Mobile (postpaid or prepaid), SuperNet, Faseyha or 5G AirFibre service who have satisfied the conditions specified hereinbelow, as at 00:00:00 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.
5. 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.
6. 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; and has paid an amount greater than or equal to MVR 250 (two hundred and fifty Maldivian Rufiyaa) in respect of the service during the Minimum Period.
 - (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.
7. In addition to clause 6 above, the customer should not have any pending accrued payments in relation to the respective service and the service should be active, as at the Lucky Draw Date, in order for the customer to be eligible for that respective lucky draw.
 8. Notwithstanding clause 6 above, only individuals who are Maldivian citizens will be eligible to participate in the Lucky Draw 20.
 9. 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 6 above, but such service is not payable or paid for by the individual customer (i.e. services that are formally paid for or payable by entities on behalf of the individual customer); and
 - (b) all Tourist and VIP rate plans.
 10. 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 6 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

11. Ooredoo shall carry out 1 (one) lucky draw among the Eligible Customers on each Lucky Draw Date occurring during the Promotional period.
12. Subject to clause 14 below, the winners of the lucky draws 1 to 19 shall receive the prize of an Umrah Trip for 1 (one) person each and the winner of the lucky draw 20 shall receive the prize of a Hajj Trip for 2 (two) persons, (each such prize hereinafter referred to as "**Prize**").
13. The winners of the lucky draws shall be required to utilize the Prizes based on the availability schedule/dates as communicated by Ooredoo or a party appointed by Ooredoo. If the Prizes are not utilized as such, Ooredoo retains the right to cancel the win entirely without any liability to any party.

14. Notwithstanding any other clause; Ooredoo retains the right to offer cash equivalent in lieu of the Prize to the winner of the lucky draw 20 (Hajj Trip) based on unavailability which shall be determined at the absolute discretion of Ooredoo; and where any winner of the lucky draws 1 to 19 are non-Maldivian citizens, Ooredoo reserves the right to offer any alternate prize of Ooredoo's choosing to be determined at the discretion of Ooredoo Maldives (other than the Prizes stated in clause 12) for such winners.
15. Unless otherwise stated herein or permitted by Ooredoo, the winners of the lucky draws shall not be allowed to transfer the Prizes to any other party or claim or be entitled for money or any alternate compensation or benefit in substitution of the Prizes or any part thereof. Without prejudice to the aforementioned, the winner of the lucky draw 20 shall be required to designate and notify Ooredoo of the additional individual they choose to utilize the second slot out of the 2 (two) slots included as the Prize within the timeline as communicated by Ooredoo.
16. It shall be the sole responsibility of the Prize winners to ensure that they meet all travel, visa and other requisite requirements in order to utilize the Prizes.

General Terms

17. A winner of any lucky draw held during the Promotion shall not be eligible for any future lucky draws held during the Promotional Period.
18. 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.
19. 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.
20. If any winning customer fails to claim 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.
21. 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.
22. 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.
23. 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.
24. 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.
25. **Need more help?** For any assistance, dial 929, anytime, any day.

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