

1. Definitions

1.1 Any word that starts with a capital letter that is not defined here means the same as the definition in Dhiraagu's General Terms and Conditions for the Provision of Telecommunications Services (the "General Terms and Conditions"). In these Specific Terms and Conditions, the following words and expressions shall have the following meanings:

"Authorized Agent" means an individual, company or a Government department who enters into an agreement with Dhiraagu for the Sale of Connection Kits and displays "Authorized Agent" or "Preferred Partner" sign boards supplied by Dhiraagu in their outlets.

"Connection Kit" means a box supplied by Dhiraagu consisting of either a Recharge Voucher and a SIM card, or a SIM card with airtime credit already applied.

"the Customer" means any person who applies or subscribes for any service (in the case of a Customer which is a corporation, means the corporations comprising the Customer and its related corporations);

"Mobile Equipment" means as applicable a mobile handset, the Connection Kit and/or other associated equipment.

"Pre-Paid Service" means Dhiraagu Mobile Pre-Paid service as referred to in the Application Form and described in Dhiraagu website.

"the Service" means the Dhiraagu Mobile Prepaid Service as defined earlier.

"Network" means Dhiraagu Mobile GSM network.

"Recharge Voucher" means a Dhiraagu Mobile Pre-Paid voucher sold to extend the Customer's Dhiraagu Mobile Pre-Paid Account validity period and credit the Customer's Account in accordance with these terms and conditions.

"Account" means Dhiraagu Mobile Pre-Paid Account

2 Connection Kits

2.1 Dhiraagu shall not be liable to the Customer for any loss, theft, misuse or damage of the Pre-Paid SIM or Recharge Vouchers whatsoever. The Pre-Paid SIM card and Recharge Vouchers once sold cannot be returned or exchanged for cash or other products.

2.2 The card number and the hidden number printed on each Recharge Voucher is unique to that Recharge Voucher and the Customer shall be solely responsible for preventing any unauthorized use of the Recharge Voucher.

2.3 The Recharge Voucher value is only equivalent to the value indicated on the Recharge Voucher.

2.4 Connection Kits are available from Dhiraagu Outlets, Preferred Partners or Authorized Agents. Customers shall only buy Connection Kits from Dhiraagu Outlets, Preferred Partners or Authorized Agents.

3 Obligations and Limitations of Liability

3.1 The Customer shall take care to ensure the security of all the Mobile Equipment. Dhiraagu shall not be liable for any lost or stolen Mobile Equipment, regardless of whether the loss or theft is reported to Dhiraagu. In the event of any loss of Mobile Equipment, Customer shall inform Dhiraagu as soon as possible so that Dhiraagu can suspend the use of the Service.

3.2 Dhiraagu shall not be subject to any liability or bear any responsibility for any cost, claim, damage, or loss to the Customer or any other party, individual or corporation, arising from the use of the Service or Mobile Equipment.

3.3 Dhiraagu is not obliged to provide any details of calls (including time, length and destination of calls) on its Pre-Paid Service.

3.4 As with all GSM network operators Dhiraagu cannot guarantee delivery of messages (SMS/MMS) sent using the service. Customers should be aware therefore that the applicable rate for sending a message will be charged, irrespective of successful delivery of the message.

3.5 The SIM card provided by Dhiraagu has a security lock called Personal Identification Number (PIN) to protect against unauthorized use. The SIM will lock itself if an incorrect PIN is entered three times in succession. To unlock the SIM, Dhiraagu will arrange to provide the Personal Unblocking Key (PUK). Repeated attempts to enter PUK incorrectly will permanently lock the SIM card, which will become unusable thereafter. Under such circumstances Dhiraagu will provide, at the Customer's cost, a replacement SIM card.

4. Suspension & Termination

4.1 The Customer may terminate the Agreement at any time either by giving written notice to Dhiraagu or by ceasing to purchase any further Recharge Vouchers.

4.2 When the Agreement is terminated, any remaining balance in the Customer's Account will not be refunded.

4.3 If the Customer uses all the credit before expiry of the validity period of the recharged amount, or when the validity period of the last recharge has expired, the Customer will still be able to receive calls, but not initiate calls, other than to Free 151.

4.4 If the Account is not recharged within 180 days from the expiry date of the validity period of the last recharge, the Account will be ceased and the SIM card disconnected from the Network. Any remaining balance in the Account will be forfeited. Thereafter, in order to obtain Pre-Paid Service the Customer shall be required to re-apply for the Pre-Paid Service and buy a new Connection Kit. The Customer is not entitled to retain the previous mobile phone number.

4.4.1 If the Account is recharged within 180 days from the expiry date of the validity period of the last recharge, the Account will be re-activated, and any remaining balance from the previous recharge re-applied.

4.5 Dhiraagu may suspend the Service or disconnect any SIM card from the network without notice if:

4.5.1 Customer (or someone using the customer's SIM) does not comply with these service-specific terms of the General Terms and Conditions; or

4.5.2 Customer (or anyone using the customer's SIM) damages the Dhiraagu network or puts it at risk.

5. Consent to Use and Disclose Customer Information and Data

The Customer agrees that Dhiraagu shall be entitled to use or disclose any information or data disclosed by the Customer in accordance with Clause 16 in the General Terms and Conditions available on the Dhiraagu website at www.dhiraagu.com.mv

6. General

The Customer shall be bound by and shall fully observe and comply with all the General Terms and Conditions as well as such other terms and conditions as may be agreed or accepted by the Customer.