

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:

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

"Post-Paid Packages" means the various tariff plans which comprise the Dhiraagu Mobile Post-Paid Service.

"Post-Paid Service" means the set of Dhiraagu Mobile post-paid service packages (including the Basic Service) as referred to in the Application Form and described in Dhiraagu website.

"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 a mobile handset and a SIM card and/or other associated equipment;

"the Service" means the Dhiraagu Mobile Post Paid Service, as defined earlier.

2 Suspension of Service

2.1 The Customer may request a voluntary suspension of the Service, for an on-off period not exceeding six months, without terminating the Service. In the event that Customer requests such suspension, the Customer shall pay a one-off suspension charge as notified by Dhiraagu to the Customer.

3. Changes in Usage Plan

3.1 The Customer may request to transfer to any Post-paid packages. Only one request transfer per month will be supported.

4. International Roaming

4.1. If the Customer has subscribed to International Roaming service, subject to availability and roaming agreement between Dhiraagu and the overseas network provider, the Customer can make or receive telephone calls whilst overseas using the Service. Overseas network

operators with whom Dhiraagu has signed a roaming agreement can be obtained from our website at www.dhiraagu.com.mv. The charges for calls made whilst roaming on an overseas operator's network are determined by the overseas network operator and may also include additional charges applied to cover administration costs. These call charges will appear on the Customer's Dhiraagu bill and are payable to Dhiraagu. By subscribing to the International Roaming service the Customer accepts an obligation to pay all charges associated with the use of the International Roaming service.

4.2 It is the responsibility of the customer to establish the call charges applied by the network provider(s) in the country or countries being visited. Dhiraagu will try to assist the Customer in finding out the charges of overseas networks providers are, but is not responsible for ensuring that the Customer is aware of the charges, or that the charges are applicable at the time the Customer uses the overseas operator's network to make calls. If the Customer is in a Dhiraagu Mobile Post-paid pricing plan that includes bundled or free minutes, these minutes (including the value thereof) are not applicable to calls made whilst roaming.

4.3 The level and quality of the mobile phone service on each overseas network depends on the availability and features of that network. Dhiraagu cannot and does not in any way guarantee the service availability or quality of calls made on any overseas network.

5. Obligations and Limitations of Liability

5.1 Mobile services are provided by Dhiraagu for the sole use of the Customer. Dhiraagu reserves the right to suspend or disconnect service in the event that the Customer resells or transfers the Services or the use of the Services either temporarily or permanently to any other party, individual or corporation.

5.2 The Customer shall take care to ensure the security of the Mobile Equipment. All charges incurred through, on or by use of Mobile Equipment allocated to the Customer which is lost or stolen shall be payable by the Customer until the time that the loss is reported to Dhiraagu and the Service is suspended.

5.3 Dhiraagu shall not be subject to any liability or responsibility for any cost, claim, damage, or loss to the Customer or any other party, individual or corporation, resulting from or connected to any effect generated by the use of the Service or Mobile Equipment.

5.4 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.



5.5 The SIM card provided to Customer 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.

6. Termination

Dhiraagu or the Customer may terminate the Service at any time by giving the other not less than fourteen (14) days' prior notice of such intention to terminate. The effective date of termination of the Service shall occur from such date as may be specified by Dhiraagu or the Customer as applicable, and in the absence of such specification, fourteen (14) days after the date on which notice of termination is given, and the Customer shall be liable for all Charges incurred in the Service up to such termination date.

7. 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 which can be found on the Dhiraagu website at www.dhiraagu.com.mv

8. 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.

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