



The following terms and conditions apply to the lucky draw (together referred to as the '**Lucky Draw**') organized by Dhivehi Raajjeyge Gulhun Plc (DHIRAAGU) for its Customers applying for New FBB connection from 23rd February to 15th March 2021.

1. The Lucky Draw is subject to (a) these terms and conditions (b) DHIRAAGU General Terms and Conditions and (c) any additional terms and conditions which DHIRAAGU may inform you time to time, including but not limited to any amendments and/or modifications thereof (collectively referred to as the "Terms"). Any variation to these Terms shall be published on the DHIRAAGU website. All DHIRAAGU customers who are entered into the Lucky Draw are deemed to have accepted the Terms and agree to be bound by and comply with the Terms.
2. **The Lucky Draw:**
 - a. DHIRAAGU shall endeavor to have 25 lucky draws winners during the month of March from the applicants who apply from 23rd February to 15th March 2021.
 - b. This lucky draw is applicable to all Residential customers applying for the service during this period.
 - c. All eligible service order numbers shall be entered into the draw and 25 winners will be picked at random.
 - d. Winners will be notified via SMS/Call.
 - e. The prize for the winners is a 50% discount on the package rental for their FBB package for Two months once the customer gets the connection.
3. To enter the Lucky Draw, each customer acknowledges and accepts that he/she shall meet the following eligibility criteria:
 - a. Entry into the Lucky Draw is open to all the NEW customers applying for the FBB residential connection from 23rd February to 15th March 2021.
 - b. Employees of DHIRAAGU and their immediate family members (spouse and children) are not eligible for entry.
 - c. Entrants understand and acknowledge they do not have any outstanding bill or existing debt or an ongoing litigation with Dhiraagu.
4. The customers' service order numbers will be used as the unique identifier in the draw.
5. Eligible customers represent and warrant that all information submitted to DHIRAAGU is accurate and truthful at the time of entry into the Lucky Draw.
6. Discount will be applied to the service number once the customer gets the connection for two months in the bill run.
7. The winner will be announced on DHIRAAGU's website and DHIRAAGU's social media accounts. The winner will be notified via phone and SMS on the contact number provided to us as soon as practicable after the announcement date. DHIRAAGU shall attempt to call the winner at least three (3) times and if the Lucky Draw winner is not reachable or does not respond within one (1) week of the first attempt at the notification, the customer will be disqualified. DHIRAAGU shall not be responsible if a customer is not reachable on the number provided to DHIRAAGU.
8. Winners picked in the Lucky Draw shall satisfy the verification requirements. To claim a prize:
 - a. Customers agree to provide necessary documentation such as a valid National ID card or Passport.
9. By accepting the prize, winners consent for DHIRAAGU to use their name, image, or photos for publicity and marketing purposes in any medium.
10. In case a customer is deceased, the prize can be claimed subject to ownership change following DHIRAAGU's requirements in such circumstances.
11. Lucky Draw prizes are not transferable or exchangeable for cash.
12. DHIRAAGU accepts no liability for any damage, loss, or injury (including without limitation, indirect or consequential loss, and loss of chance), except for a liability that cannot be excluded by law
13. Any Customer who enters into the Lucky Draw is deemed to have read and understood these Terms. Entrants acknowledge that any violation of the Terms or any attempt at tampering with the Lucky Draw shall result in disqualification of their entry.
14. These terms and conditions shall be governed by laws of the Republic of Maldives, and the parties shall hereby submit to the exclusive jurisdiction of the courts of the Republic of the Maldives for any disputes relating to these Terms if not resolved amicably by discussion.