

These terms and conditions apply to Dhiraagu Data Rollover service (“**Data Rollover**” or “**Service**” as defined in clause 2.1 below). These terms are subject to DHIRAAGU General Terms and Conditions and/or any specific terms applicable to the service(s) provided to you by us as published on our Website (“**Agreement**”). We may publish changes to these terms from time to time at our sole discretion.

### 1. ELIGIBILITY

- 1.1. All customers using Dhiraagu Postpaid (standard), Amilla Postpaid and our residential Fibre Broadband Packages will be eligible for Data Rollover. Customers using archived packages and ADSL packages will not be eligible (“**Eligible Customers**”).
- 1.2. All Eligible Customers will automatically receive the Service from the Service launch date, without having to apply or subscribe for the Service.

### 2. DATA ROLLOVER SERVICE

- 2.1. At the end of the month, unused data from the base package of Eligible Customers, will be carried forward or “rolled over” to the next month (“**Rolled Over Data**”), subject to the terms below:
  - a) This Rolled Over Data will only be carried forward once and will only be valid for one (1) month. At the end of the month, the Rolled Over Data will expire whether or not used. For the avoidance of doubt, Rolled Over Data from the previous month will expire and will not be included for Data Rollover of the then-current month.
  - b) If a customer receives Rolled Over Data, this Rolled Over Data will be consumed first and data available from the customer’s main package can be used once the Rolled Over Data has been exhausted.
- 2.2. An example of how the Data Rollover Service will be applied is provided below:
  - i. *Unused data from Eligible Customer’s main fibre broadband package for November will be rolled over to December.*
  - ii. *If the Rolled Over Data from November is not used during December, the Rolled Over Data from November will expire.*
  - iii. *Any unused data from the base package for December (excluding unused Rolled Over Data from November, which would have expired) would be carried forward to the following month.*

### 3. EXCLUSIONS

- 3.1. Promotional data and data from Boosters will not be eligible for Data Rollover.
- 3.2. If you request for an upgrade, downgrade or ownership change, you agree to forfeit any existing Rolled Over Data in your account.
- 3.3. If your service account is suspended for more than thirty (30) days, we reserve the right to withdraw any Rolled Over Data in your account. If so withdrawn, any such Rolled Over Data in your account at the date of suspension will be lost.
- 3.4. Any lost or remaining Rolled Over Data on your account are not transferable, refundable or redeemable for cash or otherwise, nor is interest payable on any such data.
- 3.5. The Rolled Over Data may not be applicable to and may not be combined with any other service or offer.

### 4. MISCELLANEOUS PROVISIONS

- 4.1. If you have a complaint or dispute regarding this Service you may avail of our formal complaints procedure by calling the DHIRAAGU Call Centre free of charge on 123 or by sending an email to: [123@dhiraagu.com.mv](mailto:123@dhiraagu.com.mv)
- 4.2. As this is a free Service, Dhiraagu reserves the right, at its sole discretion to: (a) to modify or discontinue this Service at any time; and (b) withdraw the Service for specific customers for breach of Agreement. Furthermore, as this is a free Service, Dhiraagu also has no liability in respect of the availability of the Service or the customer’s use of the Service.