

## FREE Upgrade to Limitehneh - Promotion Terms

The following specific terms and conditions along with Dhiraagu General Terms and Conditions as published on its official website (collectively “**Terms**”) apply to Free upgrade to Limitehneh promotion (“**Promotion**” as defined under clause 4 of these Terms).

Free upgrade Service Package(s) made available to you under this Promotion will depend on your current FBB Service Package. Subject to the following Terms of the Promotion, you are deemed to have accepted these Terms by upgrading your current FBB Service Package, to any Applicable Service Package (please see clause 3).

We may publish changes to these Terms from time to time. If after such amendment, you continue to use the Service Packages subscribed to under the Promotion, your continued use is evidence of your acceptance of such amended terms.

1. **Promotion Period:** 3<sup>rd</sup> June 2025 to 31<sup>st</sup> July 2025. We may publish changes to this period from time to time.
2. **Eligibility:**
  - (a) This Promotion is available to Dhiraagu residential customers who: (i) have completed at least one (1) billing cycle; and (ii) is on a plan from 5M to 30M (i.e., Fiber 5M Starter, Fiber 5M Basic, Fiber 5M, Fiber 10M Basic, Fiber 15M Starter, Fiber 25M Starter, Fiber 30M Basic, and Fiber 30M More).
  - (b) Upgrades must be made through Dhiraagu App to make use of this Promotion.
3. **Applicable Service Package(s):** The Free upgrade Service Package(s) available to you under this Promotion will depend on your current FBB Service Package, as set out in the table below:

| Package Name      |        |          | Limitehneh 20M | Limitehneh 30M | Limitehneh 40M | Limitehneh 50M | Limitehneh 60M |
|-------------------|--------|----------|----------------|----------------|----------------|----------------|----------------|
|                   | Rental |          | 550            | 690            | 790            | 1090           | 1190           |
|                   |        | FUA (GB) | UNL            | UNL            | UNL            | UNL            | UNL            |
| Fibre 5M Starter  | 250    | 30       | ✓              | ✓              |                |                |                |
| Fibre 5M Basic*   | 290    | 45       | ✓              | ✓              |                |                |                |
| Fibre 5M*         | 350    | 65       | ✓              | ✓              |                |                |                |
| Fibre 10M Basic   | 400    | 60       |                | ✓              | ✓              |                |                |
| Fibre 15M Starter | 490    | 120      |                | ✓              | ✓              |                |                |
| Fiber 30M More*   | 990    |          |                |                |                | ✓              | ✓              |

4. **Promotion:** If you upgrade your FBB Service Package to any Applicable Service Package within the Promotion Period, you will be able to enjoy the benefits of the upgraded Service Package at the rate of your previous Service Package (Service Package subscribed to before the upgrade) till the end of two (2) billing cycles starting from the date of your upgrade ("your trial period"). *For avoidance of doubt, you can check your billing cycles by referring to the "billing period" on your service bill. Two (2) billing cycles does not mean two (2) months from the date of your upgrade. If you upgrade mid-month, Service Package rentals will be prorated based on the subscribed service packages, however during your trial period, additional charges will not apply.*

**Promotion Conditions**

- (a) Promotional discounted rate will be applied only for your trial period. If you do not wish to remain on the upgraded Service Package or to be billed at the upgraded Service Package rate, prior to the expiration of your trial period, you must downgrade to an available\* Service Package, or otherwise upgrade to a Service Package of your choice.
- \* You will not be able to downgrade back to any archived FBB Service Package. If your previous FBB Service Package is archived, and if you wish to change your current Service Package, you may choose to upgrade or downgrade to any available FBB Service Package.*
- (b) If you do not downgrade your Service Package prior to the end of your trial period, starting from the expiration of your trial period, your account will automatically be billed at the applicable rate for the upgraded Service Package which you have subscribed to during the Promotion Period.
- (c) To opt out of the Promotion, you may downgrade your Service Package to your previous Service Package at any time, prior to the expiration of your trial period. *Regardless, these Terms providing you the discount for the trial period and its limitations will apply.*
5. **Limitations:** This Promotion for the trial upgrade is limited to one (1) upgrade during the Promotion Period. The Promotion Period may be extended or otherwise run from time to time in the future, by DHIRAAGU at its sole discretion. However, you will only be eligible to one (1) trial upgrade per twelve (12) months, in relation to such promotion(s) or extended promotional periods.
6. Except for a liability that cannot be excluded by law, DHIRAAGU shall not be liable for any loss, damage, injury, or disappointment of any kind with regards to the Promotion. DHIRAAGU does not accept any indirect, special, incidental or consequential damages arising out of or related to this Promotion.
7. In any event in which DHIRAAGU is deemed to be liable, DHIRAAGU's liability shall be limited to an amount less than MVR 2500 (Two Thousand Five Hundred Rufiyaa).
8. If a situation arises in which DHIRAAGU is unable to provide the Free upgrade, Dhiraagu shall provide the Customer with an equivalent compensation.
9. We reserve the right to amend these terms and conditions at any time, without prior notice.
10. These terms and conditions shall be governed by the laws of the Republic of Maldives. Any dispute relating to this Promotion and its Terms and Conditions, must be resolved amicably in discussion with us.