

“Subscribe and Win a Holiday” Promotion Terms

Effective Date: 1 July 2025

These terms (“**Promotion Terms**”) govern your participation in the “Subscribe and Win a Holiday” Promotion (the “**Promotion**”). These Promotion Terms form a part of, and are subject to, the Dhiraagu General Terms and Conditions available at www.dhiraagu.com.mv. Capitalised terms used but not defined herein shall have the same meaning as in the Dhiraagu General Terms and Conditions. In the event of a conflict, the Dhiraagu General Terms and Conditions shall prevail unless expressly stated otherwise.

1. INTRODUCTION

- 1.1. The Promotion is organised by Dhivehi Raajjeyge Gulhun PLC (“Dhiraagu”) and offers eligible customers the opportunity to win Prizes during the Promotion Period.
- 1.2. By participating in this Promotion, you agree to be bound by these Promotion Terms and confirm that you have read and accepted the Dhiraagu General.

2. DEFINITIONS

- 2.1. In this Agreement:

“ Agreement ”	refers to these Promotion Terms together with the Dhiraagu General Terms and Conditions
“ Dhiraagu ”	means Dhivehi Raajjeyge Gulhun PLC (C0024/1988), whose registered office is at DHIRAAGU Head Office, Ameenee Magu, P.O. Box 2082, Male’, Republic of Maldives
“ Draw Date ”	means the date and time on which the winners are selected. Dhiraagu may change these dates at its discretion and will publish any updates on its website.
“ Eligible Plan ”	as defined in clause 5;
“ Launch Date ”	means 1 July 2025
“ Promotion Period ”	means the period between the Launch Date and 29 July 2025.
“ You ”, “ your ” and “ Eligible Customer ”	refers to any individual meeting the eligibility criteria and using the Eligible Plan, including any person Dhiraagu reasonably believes is acting with your authority or knowledge.

3. AGREEMENT TO TERMS

- 3.1. By participating in the Promotion, you acknowledge and agree to be bound by these Promotion Terms and any future amendments issued by Dhiraagu. Participation is automatic upon meeting the eligibility criteria, and no separate registration or acceptance is required. Your continued use of Eligible Plan constitutes your acceptance of these Promotion Terms.

4. ELIGIBILITY

- 4.1. You are eligible to participate in the Promotion if you have subscribed to an Eligible Plan.
- 4.2. However, the following customers are not eligible to participate:
 - a) legal entities, including sole proprietors;
 - b) board directors, senior management, employees and agency workers of Dhiraagu and its subsidiaries;
 - c) customers whose services are sponsored by Dhiraagu’s employee benefits;
 - d) any suppliers and auditors directly involved in the Promotion.

5. ELIGIBLE PLAN

- 5.1. For the purposes of this Promotion, the following packages qualify as Eligible Plan.
 - a) Dhiraagu Mobile Postpaid 450 (excluding GST) and above;

b) Dhiraagu Fibre Broadband Limitehneh packages;

- 5.2. You may upgrade Your Eligible Plan to a higher package during the Promotion Period. Upgrading or downgrading between Eligible Plan will not disqualify Your service number(s) from the Promotion. However, for the avoidance of doubt, if You downgrade to a non-eligible plan at any time during the Promotion Period, Your enrolled service number(s) will be permanently disqualified from participation, even if You later subscribe again to an Eligible Plan.
- 5.3. Any changes made by Dhiraagu to the pricing or naming to Eligible Plan during the Promotion Period will not disqualify Your enrolled service number(s), even if the modified package no longer meets the eligibility criteria.

6. PARTICIPATION

- 6.1. Eligible Customers who meet the eligibility criteria will be automatically entered into the prize draw during the Promotion Period.

7. PRIZE

- 7.1. The Prizes are as follows:
 - Prize 1: Malaysia trip for two (includes return tickets and accommodation);
 - Prize 2: Trip to Disney Land in Shanghai for a family (2 adults and 2 kids) (includes return tickets and accommodation)
 - Prize 3: Switzerland trip for two (includes return tickets and accommodation).
- 7.2. Prize is non-transferable and cannot be exchanged for other items or benefits.
- 7.3. The Winner shall bear any other costs associated with the trip including travel visa fees.
- 7.4. The winners shall travel within the period allocated by Dhiraagu. If the winner chooses a later date, the winner agrees that any additional cost incurred due to the date change shall be borne by the winner.

8. TERMINATION AND DISQUALIFICATION

- 8.1. Dhiraagu reserves the right to terminate the Promotion or disqualify participant at its sole discretion in the event of fraudulent activity, breach of these Terms, or any conduct deemed to compromise the integrity of the Promotion.
- 8.2. Your enrolment in the Promotion may be disqualified if any of the following occurs prior to the Draw Date:
 - (a) the enrolled service number is suspended or terminated for any reason;
 - (b) ownership of the enrolled service number(s) is transferred to another party;
 - (c) You provide false or fraudulent information;
 - (d) Your registered identification details cannot be verified by Dhiraagu;
 - (e) You fail to meet the eligibility criteria outlined in these Terms;

- (f) Your registration information is incorrect, incomplete, or not up to date, and you fail to rectify it prior to the Draw Date;
 - (g) the enrolled service number(s) is downgraded to a non-eligible plan at any time during the Promotion Period, regardless of whether You subsequently re-subscribe to an Eligible Plan; or
 - (h) there is suspected unauthorised or unlawful use of the Promotion.
- 8.3. If the cause of your disqualification is resolved or no longer applies, You may re-register for the Promotion provided that the Deadline has not passed.
- 8.4. Dhiraagu may terminate this Agreement by providing a notice of thirty (30) days for convenience. Immediate termination may occur if a required license or permit is withdrawn or if directed by any regulatory authority.
- 8.5. Any rights, benefits, or obligations accrued prior to termination shall remain unaffected.

9. DRAW PROCESS

- 9.1. Winner will be selected randomly using eligible service numbers as identifiers on the Draw Date.
- 9.2. Dhiraagu may appoint an independent observer.
- 9.3. The draw result is final and binding. No correspondence will be entertained.

10. NOTIFICATION OF WINNER

- 10.1. The winner will be notified via SMS or phone call to their registered service number.
- 10.2. Dhiraagu will attempt to contact the winner. If the winner is not reachable even after 3 attempts within 7 days from the Draw Date, the Prize will be forfeited and re-awarded to an alternate winner.
- 10.3. To claim the Prize, winners must fulfil all the following conditions to Dhiraagu's satisfaction:
 - (a) Provide valid identification (acceptable forms include a national identity card, passport, or work permit) and a signed acknowledgement of receipt. If collected by a representative, all required authorisation and identity documentation must be provided as requested by Dhiraagu; and
 - (b) Settle any outstanding bills or dues associated with their Dhiraagu account(s). Failure to do so may result in forfeiture of the Prize, at Dhiraagu's discretion.
- 10.4. Winners must claim and collect their Prizes within 14 (fourteen) days from the date they are contacted, at the location and time as specified by Dhiraagu, unless an extension is granted at Dhiraagu's sole discretion.
- 10.5. Dhiraagu will make every reasonable effort to hand over the Prizes promptly after the winner has fulfilled all requirements under Clause 10.3.

11. PERSONAL DATA

- 11.1. By participating in the Promotion, you consent to the collection, use, and disclosure of your personal data as necessary to

administer the Promotion. Your data will be processed in accordance with Dhiraagu's Privacy Policy and applicable laws of the Republic of Maldives and may be shared with third parties for regulatory or operational purposes.

12. PUBLICITY

- 12.1. By accepting the Prize, You authorise Dhiraagu to use Your name, photograph, likeness, and/or statements for promotional purposes, without additional compensation or prior approval.

13. LIABILITY AND INDEMNITY

- 13.1. Dhiraagu is not liable for any loss, damage, or injury related to participation or use of the Prize.
- 13.2. Dhiraagu is not responsible for any technical issues affecting the draw.
- 13.3. Except for liabilities that cannot be excluded by law, the maximum aggregate liability of Dhiraagu under this Promotion shall not exceed MVR 10,000 (Maldivian Rufiyaa Ten Thousand).
- 13.4. These limitations are in addition to those outlined in Clause 23 of the Dhiraagu General Terms and Conditions

14. RESOLVING DISPUTES AND COMPLAINTS

- 14.1. If You have any complaints or disputes regarding the Promotion, You may contact customer care by calling 123 or emailing 123@dhiraagu.com.mv.
- 14.2. Dhiraagu will attempt to resolve all disputes through conciliation and negotiation in good faith. If a resolution cannot be reached, the matter shall be referred to the courts of the Maldives having appropriate jurisdiction.

15. MISCELLANEOUS PROVISIONS

- 15.1. All decisions of Dhiraagu regarding the Promotion are final.
- 15.2. These Promotion Terms, together with the Dhiraagu General Terms and Conditions, constitute the entire agreement between You and Dhiraagu regarding the Promotion.
- 15.3. This Agreement shall be governed by and interpreted in accordance with the laws of the Republic of Maldives. If any provision is held to be illegal, invalid, or unenforceable, the remaining provisions shall remain in full force and effect.
- 15.4. Claims related to the Promotion must be made individually. By participating, You waive the right to participate in any class action or collective proceeding.
- 15.5. Dhiraagu shall not be liable for any delay or failure in performing its obligations due to circumstances beyond its reasonable control, including but not limited to force majeure events.
- 15.6. You may not assign or transfer any of Your rights or obligations under this Agreement without Dhiraagu's prior written consent. Dhiraagu may assign this Agreement without restriction.
- 15.7. Dhiraagu's failure to enforce any right shall not be deemed a waiver of that right.
- 15.8. Any notice or communication regarding this Promotion shall be deemed validly given when sent to the contact details provided by the participant. Notices must be delivered in writing by hand, post, or electronic means and will be deemed served on the date of delivery (if hand-delivered); ten (10) days after posting (if sent by mail); or on the date the email or electronic message is sent or post.