

Dhiraagu OneNumber – Terms & Conditions

1. GENERAL

- 1.1. The OneNumber service enables customers to use their Cellular Watch to call, send SMS and access data using the same number and plan as their Dhiraagu mobile service, without needing their phone (the “Service”).
- 1.2. Dhiraagu is not affiliated with, nor does it endorse, any brands for which the Service is activated and/or used by you.
- 1.3. By activating the Service through your Cellular Watch, you agree and confirm to be bound by these terms and conditions and any future updates.

2. DEFINITIONS

- 2.1. In this Agreement:
 - “**Agreement**” means (a) these terms and conditions (the “Terms”); and (b) the General Terms and Conditions for the Provision of our Services available on our website www.dhiraagu.com.mv (the “General T&Cs”).
 - “**DHIRAAGU**” means Dhivehi Raajjeyge Gulhun Plc (C-0024/1988) with registered address at Dhiraagu Head Office, Ameenee Magu, PO BOX 2082, Male’ 20403, Republic of Maldives and “**we**”, “**our**” or “**us**” also refers to Dhiraagu.
 - “**Cellular Watch**” means a smartwatch which supports supports cellular (LTE) connectivity and is certified by Dhiraagu for use on its network.
 - “**Primary Mobile Number**” means the Customer’s registered mobile number associated with the SIM used for activation and operation of the Cellular Watch.
 - “**Watch Companion App**” means the mobile app used to connect, activate, manage, and support a compatible Cellular Watch and its associated services through the Customer’s mobile device.
 - “**You**” or “**Your**” or “**Customer**” means the registered account holder who activates the Service and subscribes to an eligible package, or any person authorised by the account holder, including anyone we reasonably believe is acting with Your authority or knowledge.

3. AGREEMENT TO TERMS

- 3.1. By completing the verification process in the Watch Companion App, you acknowledge that you have read, understood, and agree to be legally bound by these Terms and Conditions and any future amendments.

4. ELIGIBILITY

- 4.1. The Service is available to Dhiraagu customers with the following eligible packages:
 - (a) All postpaid plans; and
 - (b) All prepaid voice and data plans.
- 4.2. The Service may only be activated upon successful OTP verification.
- 4.3. Customers subscribed to data-only plans (including Data SIM, LTE Broadband and 5G Turbo Plans) are not eligible.
- 4.4. At the time of enrolling for the Service, You must have an active eligible package and must not have any outstanding payment due or credit restrictions.

5. SUBSCRIPTION & ACTIVATION

- 5.1. No activation fee applies for the Service. All voice, SMS, data, and roaming usage generated from the Cellular Watch will be charged against the Primary Mobile Number in accordance with the applicable mobile plan.
- 5.2. To activate the Service, You must follow the activation instructions provided through the Watch Companion App. Once the activation request is submitted, the Service will be activated by Dhiraagu following verification and authentication.
- 5.3. You can pair or unpair a Cellular Watch a maximum of five (5) times per calendar month per Primary Mobile Number. Each pairing or re-pairing request counts as one activation. If the limit is reached, You must wait until the next calendar month to activate the Service again.
- 5.4. If You wish to pair a new Cellular Watch using the same Primary Mobile Number, You must unpair the existing Cellular Watch first.
- 5.5. The Service will only be activated if the Primary Mobile Number is active at the time of subscription.
- 5.6. For prepaid customers, the Service is subject to the availability of sufficient credit. To avoid interruption or cancellation of the Service, You must maintain adequate credit balance in accordance with the General T&Cs.

6. DATA & ROAMING USAGE

- 6.1. Data usage from the Cellular Watch will be deducted from the Primary Mobile Number.
- 6.2. If the primary data allowance is exhausted, standard data charges will apply. Where a Fixed Usage Allowance (FUA) applies to the Primary Mobile Number, the same speed restrictions will apply to the Cellular Watch.
- 6.3. Any add-ons or boosters purchased will incur additional charges and will be reflected in the monthly postpaid bill or deducted from prepaid credit.

- 6.4. Roaming services on the Service are subject to additional charges. To avoid roaming charges, You are advised to disable roaming on both your mobile device and your Cellular Watch prior to travelling abroad.

7. TERMINATION

- 7.1. You may terminate the Service at any time by unpairing the Cellular Watch through the Watch Companion App.
- 7.2. Dhiraagu may immediately terminate the Service if:
 - (a) the Primary Mobile Number is terminated for any reason;
 - (b) ownership of the Primary Mobile Number is transferred;
 - (c) false or fraudulent information is provided;
 - (d) the Service is used for unlawful or fraudulent purposes;
 - (e) identity details cannot be verified;
 - (f) Your information is incorrect, incomplete or outdated and not updated upon request;
 - (g) a counterfeit, incompatible or uncertified Cellular Watch is used; or
 - (h) You fail to comply with this Agreement.
- 7.3. The Service will automatically terminate if the Primary Mobile Number is terminated.
- 7.4. Upon termination, cellular connectivity and data access on the Cellular Watch will cease immediately.
- 7.5. Dhiraagu may terminate this Agreement for convenience by providing at least thirty (30) days’ prior notice, or immediately where required by law, regulation, or license conditions.

8. LIABILITY AND INDEMNITY

- 8.1. To the maximum extent permitted by law, Dhiraagu shall not be liable for any loss, damage, or injury arising from Your use of the Service.
- 8.2. Dhiraagu shall not be held liable and/or responsible for any technical issues, malfunctions, or errors associated with the Service and/or your use of the Cellular Watch, except for liability that cannot be excluded under applicable law.
- 8.3. Dhiraagu’s total liability under this Agreement shall be limited to MVR 15,000 (Maldivian Rufiyaa Fifteen Thousand) per claim or series of related claims.
- 8.4. You agree to indemnify and hold Dhiraagu harmless from claims, losses, or costs arising from Your use of the Service and any third-party claims, except to the extent caused by Dhiraagu’s gross negligence or wilful misconduct. This indemnity survives termination.

9. MISCELLANEOUS

- 9.1. Dhiraagu may revise these Terms, the Service, or pricing, with prior notice provided in accordance with the General T&Cs.
- 9.2. For complaints or disputes, contact 123 or email 123@dhiraagu.com.mv. Disputes will be resolved through negotiation and, if unresolved, referred to courts of competent jurisdiction in the Maldives.
- 9.3. In case of conflict, the order of precedence is: (a) General T&Cs; (b) these Terms; (c) other applicable terms.
- 9.4. For your use of the Service with the Cellular Watch, You agree at your own sole discretion to be bound by any applicable third-party terms and conditions.
- 9.5. This Agreement constitutes the entire agreement between the parties.
- 9.6. Maldivian law governs this Agreement. Invalid provisions do not affect the remainder.
- 9.7. Dhiraagu is not responsible for delays or failures caused by events beyond its reasonable control.
- 9.8. Failure to enforce any right does not constitute a waiver.