

## 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**”).

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:** 17<sup>th</sup> February 2026 to 31<sup>st</sup> March 2026.

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					✓	✓

### *\*Archived Packages*

4. **Promotion:** If you upgrade your FBB Service Package to any Applicable Service Package during the Promotion Period, you will be able to enjoy the benefits of the upgraded Service Package at

the monthly rental of your previous Service Package for two (2) billing cycles (“Trial Period”). For avoidance of doubt, two (2) billing cycles does not mean two (2) months. If you upgrade mid-month, Service Package monthly rentals will be prorated.

**Promotion Conditions**

- (a) Promotional discount rate will be applied only for Trial Period. If you do not wish to remain on the upgraded Service Package or to be billed at the upgraded Service Package rate, you must change to a available Service Package prior to the expiration of Trial Period. For the avoidance of doubt, you will not be able to downgrade any archived packages. *You can find the details of archived packages on our website.*
- (b) If you do not make any changes to your Service Package prior to the end of Trial Period, your account will automatically be billed at the applicable rate for the upgraded Service Package from the date of expiry of Trial period.
- (c) Regardless of how many times you upgrade or downgrade, the Promotion benefit will be applicable only once during the Promotion Period (including any extension of the Promotion Period).