

## Eid Rann Kaashi Campaign 2026 - Terms and Conditions

**Effective Date: 20 March 2026**

These terms and conditions (the “**Terms**”) govern participation in the Dhiraagu Eid Rann Kaashi Campaign (the “**Campaign**”). By participating in the Campaign through the Dhiraagu App, You agree to be bound by these Terms.

These Terms form a part of and are subject to the Dhiraagu General Terms and Conditions available at [www.dhiraagu.com.mv](http://www.dhiraagu.com.mv). Capitalised terms used but not defined herein shall have the meanings assigned to them in the Dhiraagu General Terms and Conditions. In the event of any inconsistency between these Terms and the Dhiraagu General Terms and Condition, these Terms shall prevail to the extent of the inconsistency for the purposes of this Campaign, unless expressly stated otherwise.

### 1. CAMPAIGN

- 1.1. The Eid Rann Kaashi Campaign is a 7-day campaign available through the Dhiraagu App during the Campaign Period (defined below).
- 1.2. The Campaign is designed as a digital gifting and collectible experience, where Dhiraagu customers may send virtual gifts in the form of “Kaashi” to friends and family who are Dhiraagu mobile users. A “gift” therefore refers to a virtual Kaashi sent through the Campaign to a valid Dhiraagu mobile number. Upon sending Kaashi and participating in the Campaign, customers will earn Rann Tickets (lucky draw entries) and become eligible for data rewards.
- 1.3. By sending Kaashi and participating in the Campaign, participants may earn “Rann Tickets” (which act as lucky draw entries) and unlock data rewards throughout the Campaign.
- 1.4. Participants will see 6 (six) Kaashi, consisting of:
  - a) 5 (five) normal Kaashi;
  - b) 1 (one) Rann Kaashi.
- 1.5. To crack a Normal Kaashi, the participant must enter a valid Dhiraagu mobile number and send a gift through the Campaign interface. This will:
  - a) Crack 1 (one) normal Kaashi;
  - b) Reward the sender with 5 (five) Rann Tickets.
- 1.6. After all 5 (five) normal Kaashi have been cracked, the Rann Kaashi (i.e. the 6<sup>th</sup> Kaashi) will be unlocked.
- 1.7. The participant may then tap to crack the Rann Kaashi, which will reward the participant with:
  - a) 10GB data valid for 24 hours; and
  - b) 50 Rann Tickets.

### 2. CAMPAIGN PERIOD

- 2.1. The Campaign will run from 20 March 2026 to 26 March 2026 (the “**Campaign Period**”).
- 2.2. Dhiraagu reserves the right to amend, extend, shorten, suspend or cancel the Campaign at its sole and absolute discretion.

### 3. ELIGIBILITY

- 3.1. The Campaign is open to Dhiraagu mobile customers, including:
  - a) Prepaid customers;
  - b) Postpaid customers.
- 3.2. Participants must have an active Dhiraagu mobile connection and access the Campaign through the Dhiraagu App.
- 3.3. Dhiraagu reserves the right to verify eligibility and disqualify any participant who does not meet the eligibility criteria.

### 4. GIFT RECIPIENT RULES

- 4.1. Participants may send gifts only to valid Dhiraagu mobile numbers.
- 4.2. Each Dhiraagu mobile number may receive only 1 (one) gift during the Campaign, regardless of the sender.
- 4.3. If a participant attempts to send a gift to a mobile number that (i) has already received a gift during the Campaign; (ii) is invalid; or (iii) is not a Dhiraagu mobile number, the gift will be deemed invalid and the Kaashi will not be cracked.
- 4.4. A participant may send a gift to a specific mobile number only once during the Campaign.

### 5. RECEIVER REWARDS

- 5.1. Recipients may receive rewards depending on their subscription type as follows:

Prepaid recipients:	Postpaid recipients:
1GB data per month valid for 12 months	One (1) of the following data rewards (allocated at random):

<ul style="list-style-type: none"> <li>• 2GB Chat Data (valid for 24 hours)</li> <li>• 2GB Social Media Data (valid for 24 hours)</li> <li>• 2GB Streaming Data (valid for 24 hours)</li> <li>• 5 Rann Tickets</li> </ul>
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- 5.2. All data rewards are subject to Dhiraagu’s service policies and the terms and conditions applicable thereto.

### 6. DAILY LOGIN BONUS

- 6.1. Participants who access the Campaign page through the Dhiraagu App during the Campaign Period will receive 5 Rann Tickets per day.
- 6.2. The maximum number of tickets obtainable through the daily login bonus during the Campaign is 35 tickets.

### 7. RANN TICKETS

- 7.1. Participants may earn Rann Tickets through Campaign activities.
- 7.2. Each Rann Ticket represents one entry into the Campaign lucky draw.
- 7.3. Participants may earn Rann Tickets through activities including:
  - a) Daily login bonus;
  - b) Cracking normal Kaashi;
  - c) Cracking the Rann Kaashi;
  - d) Received gifts (postpaid recipients).
- 7.4. The maximum number of Rann Tickets that may be accumulated by a participant during the Campaign is 500 tickets.
- 7.5. Dhiraagu reserves the right to determine the final number of eligible tickets attributed to each participant for the purposes of the lucky draw.

### 8. TERMINATION AND DISQUALIFICATION

- 8.1. Dhiraagu reserves the right to terminate the Campaign 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 Campaign.
- 8.2. Your enrolment in the Campaign 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 Campaign Period, regardless of whether You subsequently re-subscribe to an Eligible Plan; or
  - (h) there is suspected unauthorised or unlawful use of the Campaign.
- 8.3. If the cause of your disqualification is resolved or no longer applies, You may re-register for the Campaign provided that the Deadline has not passed.

- 8.4. Dhiraagu may terminate this Campaign 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. At the conclusion of the Campaign, Dhiraagu will conduct a random lucky draw from all eligible Rann Ticket entries. However, the following customers are not eligible to participate in the lucky draw:
- legal entities, including sole proprietors;
  - board directors, senior management, employees and agency workers of Dhiraagu and its subsidiaries;
  - customers whose services are sponsored by Dhiraagu's employee benefits;
  - any suppliers and auditors directly involved in the Campaign.
- 9.2. Each Rann Ticket represents one entry into the lucky draw, increasing the participant's chances of winning.
- 9.3. The lucky draw will be conducted after the Campaign Period, on a date determined by Dhiraagu.
- 9.4. Seven (7) winners will be selected during the lucky draw. All winners will be subject to verification checks including account validity, and, where applicable, credit control verification.
- 9.5. Dhiraagu may appoint an independent observer.
- 9.6. The draw result is final and binding. No correspondence will be entertained.
- 10. PRIZES**
- 10.1. Participants in the Campaign will have the opportunity to win prizes through the Campaign lucky draw.
- 10.2. At the end of the Campaign, each winner will receive one of the following prizes:
- Macbook Neo
  - Sony ZV-E10 DSLR Camera
  - Nespresso CITIZ Coffee Machine
  - Amazon Alexa Echo Dot (5<sup>th</sup> Gen)
  - Apple Airpod Max
  - TTRacing Smart Desk
  - TTRacing Airflex ErgoChair V2
- 10.3. Dhiraagu reserves the right to substitute any prize with another prize of similar value at its sole discretion.
- 11. NOTIFICATION OF WINNER**
- 11.1. The winner(s) will be notified via SMS or phone call to their registered service number.
- 11.2. 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.
- 11.3. To claim the Prize, winners must fulfil all the following conditions to Dhiraagu's satisfaction:
- 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
  - 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.
- 11.4. 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.
- 11.5. Dhiraagu will make every reasonable effort to hand over the Prizes promptly after the winner has fulfilled all requirements under Clause 11.3.
- 12. PERSONAL DATA**
- 12.1. By participating in the Campaign, you consent to the collection, use, and disclosure of your personal data as necessary to administer the Campaign. 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.
- 12.2. Participants confirm that any mobile numbers entered for gifting are provided lawfully.
- 13. PUBLICITY**
- 13.1. By accepting the Prize, You authorise Dhiraagu to use Your name and/or mobile number, photograph, likeness, and/or statements for promotional purposes, without additional compensation or prior approval.
- 14. LIABILITY AND INDEMNITY**
- 14.1. Dhiraagu is not liable for any loss, damage, or injury related to participation or use of the Prize.
- 14.2. Dhiraagu is not responsible for any technical issues affecting the draw.
- 14.3. Except for liabilities that cannot be excluded by law, the maximum aggregate liability of Dhiraagu under this Campaign shall not exceed MVR 10,000 (Maldivian Rufiyaa Ten Thousand).
- 14.4. These limitations are in addition to those outlined in Clause 23 of the Dhiraagu General Terms and Conditions
- 15. RESOLVING DISPUTES AND COMPLAINTS**
- 15.1. If You have any complaints or disputes regarding the Campaign, You may contact customer care by calling 123 or emailing 123@dhiraagu.com.mv.
- 15.2. 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.
- 16. MISCELLANEOUS PROVISIONS**
- 16.1. All decisions of Dhiraagu regarding the Campaign are final.
- 16.2. These Terms, together with the Dhiraagu General Terms and Conditions, constitute the entire agreement between You and Dhiraagu regarding the Campaign..
- 16.3. 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.
- 16.4. Claims related to the Campaign must be made individually. By participating, You waive the right to participate in any class action or collective proceeding.
- 16.5. 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.
- 16.6. 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.
- 16.7. Dhiraagu's failure to enforce any right shall not be deemed a waiver of that right.
- 16.8. Any notice or communication regarding this Campaign 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.

