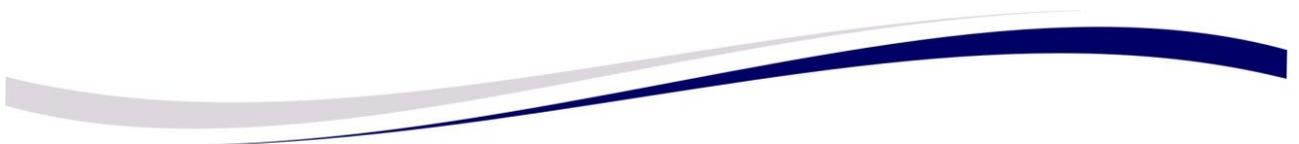


Mobitel Junior Holiday Special 2018



FAQ

1. Q: How do I participate in this competition?

A: All you have to do is dial 333 and follow the instructions.

2. Q: How much will I be charged for accessing the portal?

A: Rs.3+Tax per minute

3. Q: How many attempts will a participant be given to answer the question correctly and how many points will I get?

| Game | 1 st Attempt | 2 nd Attempt | Bonus |
|---------------|-------------------------|-------------------------|-------|
| Car Game | 10 | NO retry | 50 |
| Football Game | 10 | 5 | 50 |

4. Q: Will points be deducted for incorrect answers?

A: NO. Points will not be deducted.

5. Q: Can a customer start the game at any time?

A: Yes. Customers can start and end answering the questions at any time they prefer. All the points will be stored in the system. Whenever a user starts again, the points will be accumulated to the total score he or she earned during the previous session.

6. Q: How can participants find out their current score?

A: Customers will receive an SMS detailing out the current score when they exit from the portal.

- 7. Q: What is the time duration given to answer a question?**

A: 1 minute per question

- 8. Q: Can the customer get the points manually (not after the end of a call) through a SMS?**

A: No. There is no way of obtaining the current score results other than by exiting the portal.

- 9. Q: Can both pre-paid and post-paid customers enter this competition?**

A: Yes.

- 10. Q: How are the winners selected?**

A: The 3 participants who earns the highest score for the entire competition will be selected as winners (1st, 2nd, and 3rd place)

- 11. Q: What happens if two participants score (highest scores) the exact amount of points?**

A: There will be a raffle draw to select the winner.

- 12. Q: What is the duration of the competition?**

A: The competition commences on 1st August 2018 at 00.00 hours and ends on 31st August 2018 at 23.59 hours.

- 13. Q: Will there be a grace period if I am unable to complete all games before 30th August?**

A: No. the competition will not be available after 30th August 2018

14. Q: can I repeat playing the games?

A: Yes. You can play any game/s or repeat any game during the promotion period to obtain the highest score.

15. Q: In what languages will the competition be available?

A: The competition will be available in Sinhalese and Tamil.

16. Q: How many winners will be selected at this competition?

A: There will be 3 winners for the entire competition.

17. Q: Will there be an additional charge to enter this competition?

A: No. Standard IVR charges (Rs.3 per minute) will be applicable with taxes and levies.

18. Q: How does one know whether he/she has won or not?

A: Winners will be contacted individually, through the Mobitel hotline number 0712755777.

19. Q: How will the winners be selected?

A: Winners will be selected by a system generated report conducted in the presence of the Mobitel Internal Control Team and representatives of the Revenue Department from the Western Province at the end of the period. Such selections shall be final and conclusive.

20. Q: Will the winners be announced to the general public?

A: Yes. Winners will be published on Mobitel's website and Facebook page.

Terms & conditions

- By taking part in the competition, participants will be in acceptance of these terms and conditions.
- The competition will commence on 1st August 2018 at 00.00 hours and close on 30st August 2018 at 23.59 hours.
- Winners will be picked via a system generated report conducted in the presence of Mobitel's Internal control Team and representatives of the Revenue Department from the Western Province. These selections will be final and conclusive.
- In case of a tie, a draw will be held to pick the winner, and there will be only 3 winners (1st, 2nd and 3rd place) for the entire competition. Winners will be contacted and confirmed via Mobitel's hotline 0712755777. In case of a winner being unreachable; there will be three attempts made via phone within three (03) hours and in the event of a winner being unreachable, the next highest scorer will be selected as the winner. The previous record will be discarded.
- The prize is non-negotiable.
- Mobitel disclaims all liabilities in respect of the prizes after it's handed-over to the winner and shall not be liable for any warranties applicable to such prizes.
- This competition will be open to customers of Mobitel who have duly paid all amounts payable for the use of Mobitel's services.
- Mobitel staff, suppliers and business partners of Mobitel, its advertising agency and their immediate family members cannot participate in this competition.
- Only the actual user of the connection shall be eligible for the prize.
- The prize/s shall be distributed after the promotion period.

- The prize will not be offered if the winner is unavailable/ unable to collect same within 30 days.
- If the winner is not reachable for 15 days after confirming as a winner, the next highest scorer will be selected as the winner. The previous record will be discarded.
- The participants agree to indemnify Mobitel for any technical errors which may occur during the competition period.
- Mobitel reserves the right to amend these terms and conditions at any time at its discretion.