

FAQ – ICT UPAHARA NEW DEVICE INCLUSION

1. What are the latest Device offers available under ICT Upahara offer?

- **Device installment Scheme for Government sector retired Pensioners Registered under the Dept. of Pensions**

Model	Samsung M01 Core	Samsung M01
		
Contract Period	24 Months	
Market Price	Rs.15,499	Rs.25,290
Installment Scheme	Rs.434 X 24 Months	Rs.700 X 24 Months
Offer Joining Fee	Rs.1,000/-	

- **Upfront Device Discount offer for Government Sector Employees**

Model	Samsung M01 Core	Samsung M01
		
Model	Samsung M01 Core	Samsung M01
Contract Period	12 months	24 months
Market Price	Rs.15,499	Rs.25,290
Special Upahara Price	Rs.10,900	Rs.17,000
Offer Joining Fee	Rs.1,000	

FAQ – ICT UPAHARA NEW DEVICE INCLUSION

2. What are the documents the customers should produce to obtain this special offer?

- Post Paid Subscriber Application
- Duly completed Customer agreement
- Current Employees - Employment identification ID or official document certifying the service of the said subscriber as employee of the government institution
Pensioners – Pension ID issued from Department of pensions
- National Identity Card
- Proof of Billing
Following documents received within the last three months will be accepted as Proof of Billing:
Utility bills
 - Water/ electricity
 - Bank Statements
 - SLT Bills

3. How is the penalty calculated for both for Instalment & Upfront schemes?

Below given is the breakdown on the penalty calculation under both phases.

	Instalment Scheme	Upfront scheme
Penalty Value Calculate	Device instalment [Rs.434/- OR Rs.700/-] X remaining months of the contract + Taxes	Rs.150 X remaining months of the contract + Taxes

4. How many connections + Device can a customer obtain under this offer?

- Only 1 connection/Device per NIC.
- Standard NIC restriction applicable

5. Can a customer renew the contract and obtain a new device through phase II device offer?

Renewal is applicable according to the contract period assigned for the device. After completing the relevant contract period (12 or 24 months) customer can purchase a new device.

6. Is the device network locked?

Yes, both Samsung devices are network locked and data can be used **only** via Mobitel network for 24 Months.

7. What is the warranty offered on the device?

Warranty is offered for 1 year for manufacture defects only.