

# Dialog “Lord of the Reload - Mega Wasana” Prize Competition 2016

## Terms & Conditions

The following are the terms and conditions (hereinafter referred to as the “**Terms and Conditions**”) pertaining to the “Lord of the Reload – Mega Wasana” promotional campaign bearing No. WP/GT 4550(hereinafter referred to as the “**Prize Competition**”) which is carried out by Dialog Axiata PLC (PQ 38) having its registered address at No.475, Union Place Colombo 02 (hereinafter referred to as “**Dialog**”, which term shall as herein used where the context so requires mean and include the said Dialog Axiata PLC, its affiliates, successors and permitted assigns).

The Prize Competition shall be in line with and subject to the provisions contained in the Prize Competition Act No.37 of 1957 as amended, the rules laid down by the Central Bank of Sri Lanka from time to time and the prevailing policies of Dialog as amended from time to time.

The Prize Competition will be held from 11<sup>th</sup> June 2016 (hereinafter referred to as the “Term”).

The following terms and conditions shall be applicable with effect from 26<sup>th</sup> November 2016

### 1. Nature of the Prize Competition

- 1.1 The Prize Competition is aimed at and designed to reward Dialog’s mobile voice or data subscribers (hereinafter referred to as “**Subscribers**”).
- 1.2 The Prize Competition shall provide Subscribers an opportunity to participate and win prizes offered by Dialog during the stipulated Term.
- 1.2 All winners pertaining to the Prize Competition shall be selected by way of a random selection process conducted by Dialog morefully described in **Clause 4** hereto.
- 1.3 By participating in the Prize Competition, each and singular Subscriber shall unconditionally agree to the Terms and Conditions hereto and shall accede to be bound by the decision/s of Dialog and Dialog’s internal auditors pertaining to all matters in connection with the Prize Competition including without limitation, to the interpretation of these Terms and Conditions. For the purpose of clarity, each Subscriber by way of participating in the Prize Competition agrees to accept Dialog’s

decisions as final and the same shall not be disputed during the subsistence of the Prize Competition and thereafter.

## **2. Entry Requirements**

2.1 In order to be qualified for the Prize Competition the Subscriber/s shall:

2.1.1 be Dialog mobile prepaid or postpaid or mobile data package Subscribers

2.1.2 have registered the respective voice or data number (MSISDN) with Dialog

## **3. Reasons for Disqualification**

3.1 Any and all persons who are:

3.1.1 Non-Residents of Sri Lanka, Dialog employees (which shall include employees / persons on contract basis / consultants or outsourced individuals who are serving at Dialog Axiata PLC, Dialog Broadband Networks (Private) Limited and Dialog Television (Private) Limited) who hold Dialog numbers/connections including but not limited to service numbers/connections and / or staff numbers and / or other numbers/connections under such employee's NIC and / or Dialog hotlines and / or Dialog test numbers/connections and / or Dialog dummy numbers/connections used as suspension accounts and / or any other Dialog number/connection issued for internal purposes shall not be eligible to participate in the Prize Competition.

## **4. Mechanism of the Prize Competition**

4.1 Each Rupees Fifty (50/-) spent on a reload for prepaid or makes a bill payment for postpaid packages or data package Subscribers of a Dialog connection during the period of the Prize Competition is granted a valid entry to the Competition.

The Subscribers who top-up or pay will receive a two (02) digit number ranging from 07 to 77 (hereinafter referred to as "**Draw Numbers**") for each Rs. 50/- reload or payment. The maximum Draw Numbers a single MSISDN can receive per week is 5.

Upon completion of collecting the 5 weekly draw numbers a letter from the English alphabet (ranging from A to k) will also be allocated.

These Draw Numbers and the English letter will be used in selecting weekly prizes at the weekly draw (hereinafter referred to as “**Weekly Draw**”). All Draw Numbers issued from Saturday to midnight of the following Friday, of a particular week shall be eligible for the Weekly Draw. The Weekly Draw will be held on a Saturday during the period of the Prize Competition.

The draw number allocation for each reload or payment will be as follows:

Reload or Bill payment value (Rs)	Draw Numbers
50 - 99	2
100 - 149	4
150 or more	5 + English letter

The following draw number allocation will be applied for special reload values in the Prepaid Plans segment:

Top- up Value	Draw Numbers
20	1
29	1
49	2
59	2
98	4
99	4

If the payment/recharge is equal or greater than Rs. 600, Subscribers will be entitled to draw numbers for four (04) weeks.

- a. Each draw number set per week will have 5 draw numbers and English letter.
- b. The first set of draw numbers will be issued immediately after payment/recharge and the carry forward (CF) draw number sets will be issued every Friday for the next 3 weeks.
- c. In the event that the CF number sets are remaining from the last payment/recharge, the maximum remaining CF draw number sets from the

last payment/ recharge and the CF draw number sets from the current payment/ recharge would apply.

- d. The CF draw number sets will be limited to a maximum of 3 at all times.

#### 4.2 **Weekly Draw**

The Weekly Draw is an event to randomly select five (05) two (02) digit draw numbers between 07 to 77 and an English letter between A to k; which will be selected via a random digital process.

The weekly winning numbers (hereinafter referred to as “**Weekly Winning Numbers**”) will be selected once the five (05) two (02) digit numbers are drawn. These Weekly Winning Numbers will be randomly drawn at the start of each week.

The abovementioned process will be audited and certified by a reputed audit firm.

- 4.3 The Weekly Winning Numbers will be kept confidential and will only be made known to the public at the Weekly Draw which will be held at a predefined time every Saturday during the period of the Prize Competition. The Weekly Draw shall be broadcasted to the public on a television channel at a predefined time.
- 4.4 The Weekly Winning Numbers shall have a cash prize allocation depending on the same numbers being matched with the Draw Numbers as morefully described in **Clause 6** hereto.
- 4.5 In the event a winner is not generated via the Weekly Draw for the Prize Category 1, the respective base prize value for the category will be divided by the number of weeks in a year (52) and that value plus the base prize value will be added to the next weekly Draw.

In the event a winner is not generated via the Weekly Draw for Prize Category 2, the respective full prize value will be carried forward to the next Weekly Draw.

- 4.6 All winning Subscribers shall be informed in the manner morefully described in **Clause 7** hereto.

**Note: - All types of credit transfers including but not limited to any form of Dialog loans to the voice or data packages, discounts credited to Dialog’s voice or data packages via Dialog numbers shall be excluded from this Prize Competition.**

**5. Applicable Dates**

5.1 Dates for the draws

5.1.1 Draws pertaining to the Weekly Prizes shall be held every Saturday during the period of the Prize Competition.

5.1.2 All entries of a particular week shall be entitled for the Weekly draw.

**6. Prizes**

6.1 Value of prizes pertaining to the Prize Competition shall be as follows:

**6.1.1 Prizes issued weekly**

Prize Category	Number Match	Per Prize Value	Maximum Number of winners per week
1	5 numbers + English letter match	10,000,000	1
2	5 number match	1,000,000	1
3	4 number match	100,000	4
4	3 number match	1,000	300
5	2 number match	100	10,500
6	1 number match	50	14,300

6.2 All prizes issued in line with the Prize Competition shall remain non-transferable at all times.

**7. Notification of Winners and Claiming of Prizes**

7.1 At end of every week prior to the Weekly Draw, Dialog shall inform all the Subscribers who have valid Draw Numbers entitled for the respective Weekly Draw of their weekly Draw Numbers via SMS.

Subscribers who have matching Weekly Winning Numbers must call or dial a defined code to claim their prizes. This code will be included in the abovementioned SMS.

The winning Subscribers in prize category 1, 2 and 3 will be informed via call from number 1777. Dialog shall not be liable for any fraudulent calls received by the Subscribers from any other number.

There will be a limitation in the maximum number of successful claims per prize category, as provided for in the table in Clause 6. Once the maximum allowed claims are reached the claiming of prizes from the respective prize category will be suspended.

The following is the prize distribution method:

Prize Category	Prize Item	Per Prize Value	Prize Redemption Method
1	5 number + Alphabet Match	10,000,000	Dialog shall make arrangement of prize giving via a special event (or TV show).
2	5 number Match	1,000,000	
3	4 number Match	100,000	
4	3 number Match	1,000	If customer has a valid eZcash wallet (AND actively using eZcash within last 3 months) the prize will be credited as eZcash.  In case there is no eZcash wallet, wallet was not active within last 3 months or the wallet has exceeded its limits, customer will be notified and prompt for alternative prize delivery upon customers consent.  Prepaid - as a reload Postpaid – Bill Discount  If the customer does not accept to redeem prize as reload/bill discount customer can visit any Dialog Customer Service Center and redeem the prize as cash.
5	2 number Match	100	
6	1 number match	50	

- 7.2.5 All Prize Competition winners shall claim their respective prize within seven days (07) days from the time the winner is identified. Prizes not claimed within the said seven (07) day period shall be forfeited.
- 7.2.6 All Prize Competition winners of prize category 1, 2 and 3 shall settle in full any and all out-standing payments owed to Dialog prior to claiming their prize. The grace period for outstanding settlements shall be Five (02) working days. In the event where the winner fails to settle any such outstanding payment, the same value shall be deducted from the prize and the remaining prize value shall be presented to the said winner.
- 7.2.7 In order to claim the prize in categories 1,2 and 3 the relevant Dialog connection (as morefully described in clause 2 herein 'Entry Requirements') should be registered under the winner's name. For the avoidance of doubt only the winner under whose name the connection is registered (at the time the winner is identified by Dialog) will be allowed to claim the prize. If the winner is not the registered owner of the Dialog connection the winner will be disqualified.
- 7.2.8 In order to collect the prize category 1,2 and 3 winners shall provide necessary identification documents including but not limited to the National Identity Card under which the relevant Dialog connection is registered.
- 7.3 In the event a Prize Competition winner fails to fulfill any one or more of the above requirements (as applicable), Dialog shall have the sole discretion to disqualify that particular Prize Competition winner and cancel the applicable prize.
- 7.4 Dialog reserves the right to disqualify any Subscriber who participates in the Prize Competition, if Dialog is of the view that the Subscriber has breached any one or more provisions of the Terms and Conditions hereto.
- 7.5 Dialog shall not be held accountable for the non-delivery of the SMS notifications to the Subscribers owing to any reason whatsoever.
- 7.6. Dialog shall not be liable for any system issues or manual lapses which results in not receiving weekly draw numbers, automated prize redeems.
- 7.7. Subscriber shall understand that the Mega Wasana is a lucky draw based prize competition and does not guarantee any definite prizes to each and every Subscriber. Dialog shall not be liable to pay any damages to any Subscriber in the event of any system or manual issues occurred in the process.

7.8 All the prizes shall be redeemed within three (03) months from the time the winner is identified. Prizes not redeemed within the said three (03) month period shall be forfeited.

## **8. Customer Inquiries & Complaints**

8.1 For General complaints and inquiries in relation to the Prize Competition all Subscribers can contact Dialog on the Customer care hotline number 1777 only.

## **9 Rights of Dialog**

9.1 Dialog reserves the right to verify if the entries submitted for the draw are from Subscribers under whose name the relevant Dialog connection is registered and remains so at the time of entry to the Prize Competition and Dialog shall at times be authorized to verify the names and addresses of the winners through the internal data bases of Dialog as and when required.

9.2 All Subscribers warrant that they have read and fully understood the Terms and Conditions hereto which is available for public viewing at [www.dialog.lk](http://www.dialog.lk).

9.3 Dialog reserves the right to publish the names of the winners on any preferred media.

9.4 Dialog's decision, in concurrence with the Western Province, Department of Revenue rules and regulations, regarding this Prize Competition will be deemed final and non-negotiable.

9.5 Dialog will pay all taxes that it is required to bear by law. It is the prize winner's obligation to pay all the taxes that he or she may be liable to bear in respect of the prize.

9.6 Dialog reserves the right to amend the Prize Competition or its offers or Terms and Conditions without prior notice to the Subscriber/s.

9.7 In the event of any dispute, Dialog's decision shall be final.

9.8 Dialog shall have the absolute right to transfer its rights and liabilities hereunder to its successors or assigns without any prior notice thereof.



**10. Applicable Law and Dispute Resolution**

10.1 The Terms and Conditions hereto shall be governed by the laws of Sri Lanka.

10.2 Any dispute arising out of these Terms and Conditions or the conducting of the Prize Competition shall be settled by a competent court of Sri Lanka.