

CUSTOMER FAQ FOR SMART RECHARGE BONANZA EXTENSION

1. What is SMART Recharge Bonanza?

The SMART **Recharge** Bonanza program is a recharge promotion targeted at the SMART Pre Paid customers, offering them the opportunity to win the following prizes in a Monthly and weekly draws held from 1st **April 2010 to 31st December 2010**:

Prizes	Period
9 Brand New Maruti Suzuki Alto Sportz 800cc	Monthly
39 ASUS Notebooks with 3G High-speed Internet dongles	Weekly

2. I had registered to the SMART Recharge Bonanza draw earlier; do I have to re register again?

If you had previously dialed #151# and registered to the draw, you do not have to re-register to the draw again; your previous registration is valid until 31st December 2010.

3. How do I enter the draw?

In order to enter the draw, you will have to dial #151# from your SMART Pre Paid number just one time and you will be registered as a SMART Recharge Bonanza contestant.

Upon registering your connection you will receive the following SMS:

"You are registered to the SMART RECHARGE BONANZA draw."

4. When I dial #151# I get a SMS stating "You are registered to the SMART recharge Bonanza draw, to qualify to win at the draw you have to be re registered, dial #132# to check your registered details "What does this mean?

This message indicates that you have not registered the connection in compliance with Mobitel's Subscriber registration policy. In order to register the connection you will have to visit a Mobitel Outlet to register the connection under your name by providing your photo graph or you will be photographed and obtain Temporary Mobitel Identity certificate .

5. How do I qualify to win at the draws?

To qualify for a prize at the draw you should have an accumulated recharge amount of Rs.200 in a calendar month / week using any or a combination of the following recharge methods to enjoy 1 draw chance ,

- Recharge Cards
- Reload
- Bank Reload

6. How are draw chances calculated?

For each Rs.200 of the amount recharged in a calendar month /week you will enjoy 1 draw chance.

E.g. if you had recharged the account with Rs.650 in the Month of November, you will be eligible for 3 chances at the draw conducted for the Month of November.

The formula for calculating chances is as follows:

The chances will take affect only if the total Value of Recharge is Rs.200 and above.

Total Number of Chances =

Chances on Multiples of Rs.200 Recharge (Total Recharge card value + Total Reload + Total Bank Reload/200)

7. How will the lucky winner be contacted?

Winners will be notified by Telephone followed by a letter confirming his /her prize.

8. Can a previous winner at the SMART Recharge Bonanza Weekly draw qualify to win at the weekly draws again?

As per the rules applicable for drawing winners, a customer who had won an Asus Laptop at the Weekly draw will not qualify to win at the weekly draws held in the future, however this customer can stand to qualify for the monthly draw provided he/she was not a previous winner from the monthly draws held to date.

9. Can a previous winner at the SMART Recharge Bonanza Monthly draw qualify to win at the Monthly draws again?

As per the rules applicable for drawing winners, a customer who had won a Maruti Suzuki Alto Car at the Monthly draw will not qualify to win at the Monthly draws held in the future, however this customer can stand to qualify for the weekly draw provided he/she was not a previous winner from the weekly draws held to date.