

**Terms and Conditions:
For conducting the promotional activity WINAMANJE**

1. Promotion:

WINAMANJE Promotion (“WINAMANJE”) is organized by Mobile Telephone Networks (Proprietary) Limited (“MTN Eswatini”) and GU Mobile Digital Services FZ-LLC (the “Promoter/s”) and gives MTN customers a chance to win prizes via draw. Customers can collect points based on the actions mentioned in clause 2 below.

2. Description

WINAMANJE is designed to engage MTN customers and reward them with points upon performing any of the below actions:

- Recharge with any amount equal or higher than E1
- Activate any paid bundle worth equal amount to or higher than E1

The gathered points correspond to chances for the draws. Customers in the WINAMANJE promotion will be bound by the below Terms and Conditions.

3. Promotion Period:

WINAMANJE commences on 20/07/2022 and will continue until 31/12/2022.

4. Territory:

WINAMANJE will be valid in the territory known and recognized as Kingdom of Eswatini (hereafter referred to as “Eswatini”).

5. Customer Eligibility:

WINAMANJE is valid to all MTN customers within Eswatini. Customers must be 18 years or older. The following are eligible to participate:

- i. Natural persons (other than Employees of MTN and any company directly collaborating with MTN for the purposes of executing the promotion, their spouses, direct members of their families or households, relatives of direct kinship or any other person in a position to benefit illegitimately from unpublished or privileged information connected to promotion, and all persons in a position to interfere with the operation of the promotion -legitimately or illegitimately-), who are MTN customers during the Promotion period.
- ii. Customers who are not dealers/ agents
- iii. Customers who perform Me2U and/or extra-time (borrowed airtime) transactions will not be awarded with points for WINAMANJE promotion for these specific transactions

MTN reserves the right to disqualify any entrant if it has reasonable grounds to believe the entrant has breached any provision of the Terms and Conditions.

6. Regulations of participation in the promotion:

- To participate, an MTN customer must perform one of the below actions:
 - Recharge with any amount equal or higher than E1
 - Activate any paid bundle worth equal amount to or higher than E1
- No opt-in is required per customer and there are no extra fees/charges required as for a customer to enter the promo. Hence an automatic qualification is applied if the customer performs one of the eligible actions.
- Customers will send stop to 7090 to stop receiving campaign messages.
- Points are earned on each eligible activity performed by a customer.
- Points keep accumulating throughout the promotion period.
- **Point scheme:**
 - Users will be rewarded for every recharge amount equal to or greater than E1
 - User will be rewarded for every paid bundle activation worth equal amount to or more than E1
 - Each Swazi lilangeni spent will be rewarded with 1 point. Transactions of value including decimal points will be rounded down or up to the nearest round (decimal-free) Swazi lilangeni value.
 - It is in Promoter/s discretion to reward customers with extra points at ad-hoc intervals and/or upon activating a specific paid bundle. The ad-hoc intervals, the type of the bundle and the number of extra points will be communicated to the customers in advance using daily teasers.

Customers can check their accumulated promotion points by sending SCORE, POINTS or CHANCES to 7090 free of charge or by entering the corresponding promo section in myMTN application.

- For information regarding the service the customers may send HELP or INFO to 7090 free of charge or enter the corresponding promo section in myMTN application.
- To stop receiving notifications from the Promotion, customers may send STOP, QUIT or END to 7090 free of charge.

7. Type of prizes:

- **Daily prizes:** Every day, apart from the days that the weekly, monthly, mid-point grand and grand prizes are given away, 40 daily winners are determined via a draw. Eligible customers are the ones who have collected at least one point on that day. The record consists of entry sets corresponding to the total points, earned by each participant until that day (23:59:59). During the promotion period each point earned is assigned to a unique entry/raffle in the database of the participants. For example, 20 points entitle the certain participant (MSISDN) to 20 entries;

200 points - to 200 entries/raffles for the drawing of the prize etc. Each draw will determine 40 winners and each one of them will receive 500MB valid for 24 hours.

- **Weekly prizes:** Every Friday, apart from the days that the monthly, mid-point grand and grand prizes are given away, 20 weekly winners are determined via a draw. Eligible customers are the ones who have collected at least one point on that week. The record consists of entry sets corresponding to the total points, earned by each participant from the beginning of the promotion till end of the respective “weekly prize” period(Friday 23:59:59). During the promotion period each point earned is assigned to a unique entry/raffle in the database of the participants. For example, 20 points entitle the certain participant (MSISDN) to 20 entries; 200 points - to 200 entries/raffles for the drawing of the prize. Each draw will determine 20 winners. Each winner that day wins a grocery voucher worth E1,000.

The day that a weekly draw prize is given no daily, monthly, mid-point grand or grand type of prize is drawn.

- **Monthly prizes:** 4 monthly prizes will be given during the promotion period and for each one of them 1 monthly winner will be determined via a draw. Eligible customers are the ones who have collected at least one point on that “monthly prize” period. The record consists of entry sets corresponding to the total points, earned by each participant from the beginning of the promotion till end of the respective “monthly prize” period (last day 23:59:59). During the promotion period each point earned is assigned to a unique entry/raffle in the database of the participants. For example, 20 points entitle the certain participant (MSISDN) to 20 entries; 200 points - to 200 entries/raffles for the drawing of the prize. Each draw will determine 1 winner. The winner that day wins E50,000 in cash on MoMo.

The day that a monthly prize is given no daily, weekly, mid-point grand or grand type of prize is drawn.

- **MoMo Top Up prizes:** 6 monthly prizes will be given during the promotion period and for each one of them 1 monthly winner will be determined via a draw. Eligible customers are the ones who recharged or activated a bundle via MoMo at least once during the respective month. The record consists of entry sets corresponding to the total points, earned by each participant from the beginning of the promotion till the end of that month (last day 23:59:59) from recharges and/or bundle activations via MoMo. During the promotion period each point earned is assigned to a unique entry/raffle in the database of the participants. For example, 20 points entitle the certain participant (MSISDN) to 20 entries; 200 points - to 200 entries/raffles for the drawing of the prize. Each draw will determine 1 winner. The winner that day wins E5,000 in cash on MoMo.

- **Mid-Point Grand Prize:** The mid-point grand winner is determined after the end of the 3rd month of the promotion period via a draw. The record consists of entry sets corresponding to the total points, earned by each participant from the beginning of the promotion period (first day

00:00:00) till end of the 3rd month of the promotion period (last day 23:59:59). During the promotion period each point earned is assigned to a unique entry/raffle in the database of the participants. For example, 20 points entitle the certain participant (MSISDN) to 20 entries; 200 points - to 200 entries/raffles for the drawing of the prize. The draw will determine 1 winner who will win the mid-point grand prize of E100,000 in cash.

The day that the mid-point grand prize draw is performed no daily, weekly, monthly or grand type of prize is drawn.

- **Grand Prize:** The grand winner is determined after the end of the promotion period via a draw. The record consists of entry sets corresponding to the total points, earned by each participant from the beginning of the promotion period (first day 00:00:00) till end of the promotion period (last day 23:59:59). During the promotion period each point earned is assigned to a unique entry/raffle in the database of the participants. For example, 20 points entitle the certain participant (MSISDN) to 20 entries; 200 points - to 200 entries/raffles for the drawing of the prize. The draw will determine 1 winner who will win the grand prize of E500,000 in cash.

The day that the grand prize draw is performed no daily, weekly, monthly or mid-point grand type of prize is drawn.

- **Extra prizes:** The Promoter/s reserves the right to give away Extra Prizes at ad-hoc intervals. Such Extra prizes shall be communicated to the eligible participants through daily teasers and the corresponding promo section in myMTN application and they may vary in nature and frequency at the Promoter/s discretion. Extra prize winners are determined on random days either via draw or instantly. Rules and number of winners of the extra prizes will be announced to the customers during the promotion period. In summary, the extra prizes will consist of the below table:

RANDOM EXTRA PRIZES LIST			
Prize	Winners	Amount	Total Amount
Electricity for a month	25	SZL1,000	SZL25,000
Party for 5 people	4	SZL5,000	SZL20,000
Trolley dash	20	SZL2,000	SZL40,000
Petrol Voucher	20	SZL1,500	SZL30,000
Data for a year	61	SZL200	SZL12,200
Cash	20	SZL1,000	SZL20,000
Hifi Corp voucher	3	SZL10,000	SZL30,000
School fees for a year	20	SZL5,000	SZL100,000
Grocery vouchers	7	SZL2,000	SZL14,000

Cash	20	SZL4,000	SZL80,000
Vacations to local destinations	1	SZL10,000	SZL10,000
			SZL381,200

8. Prize Rules:

- The same subscriber's number (MSISDN) cannot win the same type of prize more than once during the promotion period.
- The formation of participants' record for the whole period of the promotion will start at 00:00:01 hours on the first day of the promotion period and end at 23:59:59 hours on the last day of the promotion period.
- Any participant may be contacted for any or all the prize types stated above. If a customer is declared winner and is not resident in Eswatini, he/she shall provide details of his/her representative who will act for and on his/her behalf for the collection of the prize. The representative must present a Letter of Authorization, a valid mean of identification (National I.D card, Driver's License, International Passport or Certified Employment or University Student I.D Card) and any other information as may be required by MTN before prizes can be redeemed.
- If the Prize is monetary, then it is not transferrable, not exchangeable for another prize and cannot be sold. In the case of non-cash Prizes (e.g., handsets, electronics) and for convenience and speed of the prize delivery, winners may choose to receive the cash value of the non-cash prize they have won – a cash value which shall be exclusively defined by the promotion's representative based on the market rates of the corresponding prize item at the time of the prize delivery. Prizes will be delivered within 30 days from the end of each draw period, at a time and place that will be communicated to the winner in advance.
- Any expense not explicitly indicated as part of the prize, including but not limited to insurance, travel expenses, accommodation, license fees or taxes, are the responsibility of the winner. In no event shall MTN be held liable for external fluctuations that might affect the economic value of the allocated prizes.
- Where prizes will be in cash, or cash equivalent, MTN shall withhold from the winner payment any applicable withholding tax, and act as tax agent for the relevant amounts.

9. Prizes:

Entrants that fulfil the requirements stated in clause 5 above, stand a chance to win:

Quantity	Description	Prizes	Total
5640	Daily Prizes	Data (500MB valid for 24 hours)	84,600 SZL
360	Weekly Prizes	1,000 SZL Grocery Voucher	360,000 SZL
4	Monthly Prizes	50,000 SZL in MoMo cash	200,000 SZL
6	MoMo Top Up Prizes (monthly)	5,000 SZL in MoMo cash	30,000 SZL
1	Mid-Point Grand Prize	100,000 SZL in cash	100,000 SZL
1	Grand Prize	500,000 SZL in cash	500,000 SZL

- Every winner will be contacted by MTN on the mobile phone he/she used in the promotion. The Organizer will attempt to contact a winner at least 3 times, between the hours of 9am and 5pm. If the notified winner cannot be reached via phone call within 24 hours, or in the event that they refuse the prize for whatever reason, then MTN will contact the following runner-up and award the prize to him/her and the original winner forfeits the prize.
- A winner will be required to provide proof of eligibility including but not limited to a National ID card, Driver's License or International Passport and sign a prize acceptance form (as may be requested by MTN) before prizes can be collected. In a situation where the details of the winner are not in sync with the KYC of the winning MSISDN, the customer shall be given 14 days to rectify the mismatch and provide sufficient proof and the win shall be credited. Non-compliance shall lead to forfeiture.
- All prizes that remain unclaimed within seven (7) days of winner being notified, will become the property MTN.
- Decisions made by MTN will be final and without appeal.
- Winners agree to the publication of their names and /or photographs in any media or promotional material produced by MTN. Such use does not entitle the winner to any further compensation.
- MTN accepts no responsibility for any damage, loss, liabilities, injury or disappointment incurred or suffered by the winner as a result of accepting the prize. Nothing in these Terms and Conditions shall exclude the liability of MTN for death, personal injury, fraud or fraudulent misrepresentation as a result of its negligence.

11. Abuse and Disqualification

Any Participant may be disqualified at any stage of the promotion, for any of the following reasons:

- In the event that it is impossible to establish telephone communication with the prospective winner.

- In the event that the winner does not sign the declaration of acceptance of the Prize, irrespective of the reason(s) for such.
- In the event that the winner does not provide any proper identification document as required by these Terms and Conditions.
- In the event that the winner, for whatever reason(s), does not accept in full and without reservation the Terms and Conditions and his/her obligations which arise from the acceptance of such regulation, in respect of the allocation of the prize.
- In the event of incompatibility arising from the selected winner lacking legal capacity (e.g. the selected winner is related directly with MTN) in accordance with that set forth in the present Terms and Conditions.
- The failure to comply with or observe any of the Terms and Conditions set out herein.

12. General Conditions

- If, for any reason, a Participant decides to change his/her mobile phone number during a prize period, the accumulated points shall not be transferred to the new number but shall remain with the initial MSISDN. Entries cannot be transferred from one phone number to another.
- Any deviation from the rules and/or attempt to manipulate the outcome of the promotion or the entitlement to a Prize will result in an automatic disqualification of that Participant. MTN shall be entitled to effect the disqualification without reference or recourse to the Participant(s) carrying out the said manipulation.
- The Organizer reserves the right to with prior notification to modify, supplement or terminate all or part of this promotion at any time.
- MTN reserves the right to replace the advertised prizes with prizes of the same value at their sole discretion.
- The Organizer accepts no responsibility for any incorrect or incomplete registration details that Participants may supply as part of the registration for the promotion.

13. Personal Data Protection

By participating in the promotion, the Participants expressly agree that personal data which they supply shall be processed by MTN for the purposes of executing the promotion and also for the purpose of publicizing the promotion and MTN. It is hereby specified that MTN guarantees that publicity, entailing the sharing with third parties of personal data supplied as a result of participation in the promotion, (including through television, the press, leaflets and other means and formats of communication) shall be made only with respect to the winners of the Prizes and will only indicate the given names and surnames of the winners, the location of their place of residence, their images and voices (contained in photographic records, audio, video and other types of records, made with the purposes of publicity connected to the promotion). The winning Participants give, through their

participation in the promotion, express consent for the use of this data informants herein defined. Following the termination of the promotion, the personal data will be destroyed.

14. Amendments to the Terms and Conditions

- MTN reserves the right to alter, suspend or cancel this promotion and its respective Terms and Conditions, without prior notice and upon prior authorization issued by the appropriate authorities, with the new rules coming into force upon disclosure by publication on myMTN app or MTN Eswatini website.
- No alteration may have retrospective effects, whereby all Participants registered up to the moment of the introduction of the alteration shall have equal rights. Each alteration, including the extension or reduction of the Duration Period of the promotion, shall be included in and form an integral part of these Terms and Conditions and shall be introduced through the addition of an annex, which shall be applicable from the date of its publication on myMTN app and MTN Eswatini website.
- No claim in respect of any alteration of the present Terms and Conditions is enforceable against MTN following the moment at which this alteration becomes available for online consultation on myMTN app.
- In the event that the promotion is suspended prior to the period designated for its conclusion, MTN shall award the Prizes corresponding to the winners selected up to the date of the suspension of the promotion, in accordance with the present Terms and Conditions.