

FREQUENTLY ASKED QUESTIONS: NETMAN BUNDLES PROMOTION

WHAT: New NetMan Bundles with Validity Promotion.

- **NetMan 1 Day**

Cost – N\$ 31

Free Data – 1.1 GB (1 GB from 14 Feb '16)

- **NetMan 3 Days**

Cost – N\$ 85

Free Data – 5.1 GB (5 GB from 14 Feb '16)

- **NetMan 7 Days**

Cost – N\$ 159

Free Data – 10.1 GB (10 GB from 14 Feb '16)

WHO: Only for NetMan Instant and NetMan Home Prepaid Customers.

HOW: Customers must dial *682#, select Data Bundles and choose an option, or SMS to 147.

FAQ

Q: Who can buy these bundles?

A: Only NetMan Instant and NetMan Home Prepaid Customers.

Q: What happens to the customer's existing data from an old data bundle?

A: Customers will still be able to use the data until it is depleted.

Q: How will the prioritizing of the charging happen?

A: Customers will first use the new NetMan Bundle, then the new Add On Data Bundle (if applicable), then Free Data from old data bundles (if applicable), then their credit.

Q: When exactly will the bundle expire?

A: Bundles will expire at the exact same time, the same hour and minute, at which the customer bought it, upon the day of expiry.
If a customer bought a NetMan 1 Day bundle at 13h24, it will expire the next day at 13h24.

Q: How many bundles can a customer buy?

A: Customers can buy as many bundles as they want at the same time.

Q: Does the validity of the bundles accumulate each time they buy a new bundle?

A: No, the longest period of validity is always applicable. This means that if a customer buys a NetMan 1 Day and a NetMan 3 Day on the same day, the NetMan 1 Day is also valid for 3 days. If a customer bought a NetMan 3 Day and he/she only has 1 day left, and he/she then buys a NetMan 7 Day, the data that is left from the NetMan 3 Days will also be valid for 7 days.

Q: Will NetMan Instant and Home customers also be able to buy the new Add-on Bundles?

A: Yes.

Q: What happen to the customer's data when his/her bundle expires?

A: If there is any data left, the customer forfeits it.