

AWEH AUTO RENEWAL FAQs

What is Aweh Automatic Renewal?

Customers can opt in for this service in order for Automatic Aweh renewal to take place once their current Aweh expires.

Is Aweh Automatic Renewal available for All Aweh Subscriptions?

No, this will only be for Aweh Super and Aweh Prime.

How do you subscribe for this service?

Customers can subscribe via *682#.

Will the customer be informed that his subscription into the service was successful?

Yes, via SMS.

When will the first subscription happen?

Should you have an active Aweh subscription it will start when it expires, if you do not have an active subscription it will happen the night of the subscription day.

How can I cancel this service?

Once subscribed customers can unsubscribe via *682#.

Will the Aweh Automatic Renewal take place if the I don't have enough credit?

Customers must ensure that there is enough airtime on their account for the specific Aweh that they have opted in to be renewed, should there be enough airtime the subscription will go through and the customer will be notified via SMS that the subscription took place, if there is not enough airtime the subscription will not go through.

Will I have to subscribe again, if there wasn't enough credit for Automatic Renewal to take place?

No, the system will try 3 times (3 consecutive days) again to subscribe the customer should there not be enough airtime all three times the customer will be automatically be opted out and will have to subscribe again.

Will Automatic Renewal Continue to subscribe to the Aweh that I have selected until I opt out?

Yes, given that you have enough credit for the subscription to take place.

If I have selected Aweh Prime as the auto renewed Aweh choice and I would like the next Auto Renewal to be Aweh Super should I opt out and then subscribe again and select Aweh Super?

Yes.

When I have multiple Aweh's, which Aweh will be renewed?

When opting in for the renewal service customers have to select between Aweh Super or Aweh Prime and the renewal will only happen on the selected Aweh.

Will I be informed when my current Aweh is going to expire?

The process from this point remains as is with the current Aweh where the you will be warned that his/her Aweh will expire.

Can I still purchase another Aweh Super or Prime while having my subscribed Aweh?

Yes, up to 3 subscriptions.

What happens if I have already have 3 active Subscriptions and I am due for a renewal?

The renewal will not go through as a customer can only have 3 Aweh subscriptions at a time.