

Ditebogo Loyalty Program Terms and Conditions

1. The Terms and Conditions described herein are binding on both the Subscriber and Orange Botswana;
2. All Orange mobile prepaid customers who have registered their mobile number are eligible to subscribe to the program and redeem points for gifts. For purposes of this promotion "Gifts" shall mean SMS, on-net airtime, cross net airtime and include handset vouchers as per the loyalty catalogue ...;
3. Orange mobile prepaid customers with an Average Revenue Per User (ARPU) above Five Hundred Pula (P500.00) for six (6) months will be automatically enrolled to the loyalty program on condition that their mobile number is registered and active. For purposes of this offer for automatic enrolment shall mean a customer who has used the Orange network for six (6) consecutive months with average revenue per month of P500 or more However a customer who has not reached six (6) months and their average revenue per month is less than P500 can subscribe manually.
4. Points acquired by customers can only be redeemed once in a month;
5. Redemption is only allowed for Active registered numbers;
6. Orange shall award gifts to ONLY the owner of the mobile phone number and valid Identification documents must be produced to claim gifts;
7. Any points that are not redeemed in a month shall roll over to the next month and shall continue to roll over until redeemed by the customer;
8. Any unused points that the customer acquires shall expire after twenty four (24) months;
9. Accumulated points are not transferable when moving from prepaid to post-paid accounts;
10. Points from different Orange Mobile prepaid lines cannot be combined;
11. Voucher redemption shall be subject to availability of stock;
12. Customers can redeem only one handset over a period of twelve (12) months;
13. Accumulated points shall be lost if ever a number is deactivated for non-activity being not receiving/making calls, not receiving or sending messages for three hundred and sixty four (364) consecutive days...;
14. Orange reserves the right to amend suspend or withdraw the loyalty program offer at any time and at its own discretion;
15. Orange reserves the right to broadcast via SMS content regarding the said loyalty offer as frequently as required and by virtue of subscription by the customer and/or being an ARPU Customer, the Customer agrees to the same.
16. Orange Botswana shall not be liable to the Customer for any loss or damage suffered by the customer, whether same is direct or consequential, if the network Services are interrupted, suspended or terminated, for whatsoever reason while the subscriber is recharging.

17. Staff members can only redeem SMS and airtime, they are not eligible for handset vouchers

18. Orange Botswana reserves the right to use pictures of all photographed Customers for publications related to this promotion;

19. The Orange Prepaid Terms and Conditions shall apply to the usage of the prepaid services.