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# Re 'Moja

## TERMS AND CONDITIONS

- The Re 'Moja campaign is open to all mobile prepaid subscribers.
- Acquisitions mean newly activated cellphone numbers on the Econet network.
- EcoCash and EcoSure acquisitions are the newly onboarded Econet cellphone numbers.
- Econet, EcoCash and EcoSure affiliates are Econet and SEFS employees and their immediate family members; they are not eligible for participation in the campaign.
- Prizes will be deposited into the winner's EcoCash wallet within seven days of being notified.
- Airtime prizes will be credited into the winners' airtime wallet within seven days of being notified.
- The monthly prize will be delivered within seven (7) days of being notified.
- In instances where there are issues regarding any payment process needing intervention, such will be addressed within 20 working days.
- Minors are expected to be assisted by their parents or guardians to receive their prizes.
- ETL reserves the right to publish on social media, print media, radio and television, the names and pictures of the prizes winners of this campaign.
- For a customer to be eligible to participate, they need to have an active EcoCash wallet that is KYC (Know Your Customer) compliant at least at tier 1 level (National ID submitted/updated).
- If a potential winner has an outstanding Pokola balance that has aged for more than two months, on any cellphone numbers under their SIM registration profile, they will forfeit their prize.
- The participating products shall maintain their approved terms and conditions under this campaign.

- Recipients of the ETL Appreciation Awards on data and voice contracts will be awarded packages equivalent to those they are currently subscribed to.
- All prizes won are neither transferable nor exchangeable.
- Econet Telecom Lesotho and Sasai Econet Financial Services reserve the right to withdraw, suspend or modify the campaign upon approval from their respective Regulatory Bodies, without prejudice to the subscribers.
- While all due care is taken by the business on all activations and experience with the campaign, the business shall neither be held responsible to personal safety of individuals, and/or their properties nor any loss that may arise during and after the execution of the campaign.
- Customer queries and complaints shall be dealt with in line with the LCA Consumer Protection Guidelines and Procedure of 2022 and CBL Consumer Protection Guidelines.