

Rules of the O!Bonus campaign

Whos is eligible for joining the O!Bonus campaign

Users who have completed their identity verification in the My O! app, not having restrictions for using payment tools in the My O! app, and subscribed to plans of the tariff lines such as Switch to O!, Your Zero, Your Superzero, Okuuchu, and Mugalim.

Additional information

1. Participation in the O!Bonus campaign is fee-free.
2. O!Bonus is a loyalty program/campaign (O!Bonus campaign hereinafter) where NUR Telecom LLC (O! Mobile Operator, O!) provides specific amounts of bonuses to subscribers of NUR Telecom LLC and Green Telecom Service LLC credits such amounts to bonus accounts subject to the campaign rules.
3. The O!Bonus program and bonuses are available to O! users subscribed to plans of the tariff lines such as Switch to O!, Your Zero, Your Superzero, Okuuchu, and Mugalim who have completed their identity verification in compliance with the banking laws of the Kyrgyz Republic and have no restrictions (including blocking) for using payment tools in the My O! app.
4. An O! customer who has received bonuses under the promotion may use these bonuses to top up the account of any other O! customer. The bonus top-up amount can be used only for O! telecom and internet services and cannot be used to top up O!Bank cards or accounts of other banks and electronic wallets.
5. Other conditions:
 - 5.1. 1% bonuses are calculated based on the amount which is rounded down, for example: if the amount of 10.1 to 10.9 soms is charged, 1 BONUS will be credited to your account.
 - 5.2. In case of switching to another plan covered by the O!Bonus campaign or re-registering the phone number, the bonuses collected will be reserved.
 - 5.3. In case of phone number change, the bonuses collected will be forwarded to the new number.
 - 5.4. Bonuses shall not be awarded to customers who have completed their identity verification in compliance with the banking laws of the Kyrgyz Republic and have restrictions for using payment tools in the My O! app. However, all bonuses collected before the effective date of restrictions for using payment tools in the My O! will be reserved and can be used upon termination of such restrictions.
 - 5.5. Bonuses shall be nullified in the following cases:
 - number deactivation with the SIM card becoming unable to access telecom services,
 - upon 12 months of the bonus accrual if the O! account was not topped up with bonuses or bonuses were not written off as payment for goods sold or services provided by the partners.
 - 5.6. In case of incorrect or excessive bonus accrual, such bonus amounts may be adjusted by their withdrawal from the bonus account.
 - 5.7. The bonuses awarded may not be used to top up cards of O!Bank OJSC or other banks whose cards are added in the My O! app, and the wallet; nor may such bonuses be used for payments other than those available as part of the O!Bonus campaign.
 - 5.8. The O! customer's account (O! account) can be topped up using the mixed method providing that bonuses can be used in combination with the money kept on O!Bank OJSC bank cards and in the wallet of the My O! app.

Bonuses shall not be awarded for the following:

- services charged at less than 1 soms;
- roaming services;
- satellite or long-distance communication services;
- the Whole World! service;
- services such as O!TV, O!Kino, Premier, Start, Etnomedia, WINK, RizaNova and other infotainment services listed on www.o.kg;
- withdrawals made for debt repayments for services such as Autopay, Good Faith Payment, and Pay Later;
- withdrawals made for payment of telecom service fees subject to restrictions for using payment tools in the My O!

The exception list (conditions preventing bonus accrual) is subject to unilateral revision and/or supplement by NUR Telecom LLC.

The O! Mobile Operator reserves the right to revise terms and condition of user participation in the O!Bonus campaign, bonus assessment, and bonus amount at any time, at its own discretion, with publication of updated terms and condition on the Company's official website. By joining the O!Bonus campaign, the user accepts the terms and conditions thereof and confirms that he/she is aware of the responsibility to monitor, read and review any amendments to or updates of the campaign terms and conditions which may from time to time be published on www.o.kg.

By joining the O!Bonus campaign, the user agrees that it is the company's right, but not an onligation, to award bonuses. The Company shall not be held liable for any losses or damages resulting from any revision of the campaign terms and conditions or user being unaware of changes in the campaign terms and conditions.

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