



TERMS AND CONDITIONS

Yora Inoti

“Yora Inoti”

A daily subscription game via SMS and web app platform offers a challenging and exciting quiz to its subscribers.

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REGLEMENT DU JEU SMS « YORA INOTI »

MTN Rwanda organizes a service based on an SMS and web-based game called “Yora Inoti”.

The principle is described below:

ARTICLE 1: DENOMINATION

The MTN Rwanda Company decided to launch the SMS and web-based game called “Yora Inoti”.

ARTICLE 2: GAME ELIGIBILITY « YORA INOTI »

Eligible to participate in this game throughout the Rwanda territory, following the outlined conditions, are individuals who are prepaid and postpaid subscribers of the MTN Rwanda telephone network. In the case of a subscription taken out by a company, the winner will be the individual using the SIM card.

ARTICLE 3: PROHIBITIONS

The following people are excluded from the list of potential winners:

- Staff of MTN Rwanda and its subsidiaries, as well as their family members (spouse, parents, children);
- Individuals who have commercial relations as intermediaries and/or are responsible for distribution with MTN Rwanda, or who depend on it, as well as their family members (spouse, parents, children);
- Minors under 18 years of age;
- Companies solicited by MTN Rwanda for the implementation of this game, their employees, and family members (spouse, parents, children);
- Staff of the notary's office and their family members (spouse, parents, children).

ARTICLE 4: LAUNCH PERIOD AND DURATION OF THE PROMOTION

The service will run from September 28, 2026, at 00:00 to September 27, 2027, at 23:59. However, MTN Rwanda reserves the right to extend, shorten, modify, or cancel the duration in the event of force majeure or events beyond its control. In such cases, it will inform the competent authorities by any means.

ARTICLE 5: GAME MECHANISMS

5.1 PARTICIPATION IN THE GAME

- A. Participation in the service is daily and is done by subscribing to one of the options by sending the word "OK" or any other respective keyword by SMS to the short number 806. However, any SMS with empty content or any alphanumeric content sent for the first time to 806 will be considered a subscription request to the campaign and will be treated as such.
- B. Additionally participants can join the service via the web-app portal, by clicking on the respective ads or banner and following the subscription steps.

Subscription in the game by SMS, or web app as indicated in paragraphs A and B above is free. Subsequently, after the first day of subscription the participation requires a payment of 200 RWF (automatically renewable).

A successful subscription to the game will automatically grant the participant 10000 points, which count towards all applicable prizes.

Once a participant joins the service:

Receives a welcome message from 806 that also outlines the details and how to unsubscribe. The game participant automatically receives 10000 points. Also, the welcome message will include the URL of the web portal so that the user can access it.

Once the participant gets charged the daily fee, receives 250 points and unlocks daily content of up to 10 questions via SMS.

Each answer sent by the subscriber generates an SMS encouraging them to continue and providing their points.

Each correct answer earns at least 50 points, an incorrect answer earns 20 points, and an invalid answer earns 20 points.

Each answer to a question triggers the sending of another question. The subscriber receives up to 10 questions for free in a day.

The SMS sent to participants from the short number 806 as responses or promotional messages related to the game will not be charged.

Points under this service are earned exclusively through SMS participation. The web application allows participants to view their accumulated points and digital profile, and to play games for training and entertainment purposes, but does not itself award any points.

5.2 PROCEDURES FOR DEACTIVATING AND REACTIVATING THE GAME

A participant who wishes to cancel their subscription and no longer receive promotional messages may do so through any of the following channels:

- C. SMS: sending the keyword '**STOP**' to the short number **806**;
- D. The settings' page on the respective web application; or
- E. MTN Customer Care support channels.

In return, the participant will receive a confirmation SMS that their phone number has been excluded from the contest.

To reactivate their participation in the service, the participant must again send the keyword "OK" or any other respective keyword by SMS to 806. They will then be reactivated and reintegrated into the game, receiving questions and messages. The points obtained previously are then renewed for the rest of their participation.

5.3. PROHIBITED ACTS

During participation in the promotion, participants are prohibited from using:

Any equipment other than a subscriber device, which is a mobile phone with the operator's SIM card (referred to as the "Mobile Phone").

Any software tools except those developed by the Provider and/or the Operator.

Software tools developed by the Provider and/or the Operator, intended for participation in the Promotion, transformed in any way, including by interfering with the program code; any other manner or means of automating the participation process in the quiz, as determined by the data of the technical system used by the operator and the provider to document the Quiz (logs), and the data of such a system are recognized as final and are not subject to dispute by the participant (indirect confirmation that the participant has automated the participation process can be deduced from the following signs: The participant sending a

response to the question in less than 3 seconds; identified regularities in the frequency of responses to questions, including the participant sending responses at regular intervals and following other patterns).

5.4. AWARDING POINTS:

Participants can check their accumulated "points" at any time by sending the command "POINTS" or "SCORE" by SMS to the number 806 (free). Points allocation is defined as follows:

Points allocation is defined as follows:

Points Upon Registration	10000 Points
Points Upon Service Renewal at 200 RWF	250 Points
Correct answer	50 Points
Incorrect answer	20 Points

THE WEB APPLICATION:

The web application does not award any points. It allows participants to view their accumulated points and digital profile, and to play games for training and entertainment purposes only. All points under this service are earned exclusively through SMS participation, as set out above.

5.5. POINTS TRANSFER

Points collected in the game form a participant's cumulative lifetime points: they are never deleted or reset to zero, are non-transferable between participants, and carry forward automatically from one day to the next. A participant's cumulative lifetime points are separate from the points earned during the applicable prize period, which are counted afresh for each weekly, monthly, or Grand Prize period in accordance with Article 7.1.

ARTICLE 6: THE PRIZES

Winners will share the prizes listed below:

Prize type	Prize Amount in RWF	Number of winners
1 Weekly Prize	200,000	1
1 Monthly Prize	1,000,000	1
1 Grand Prize after 6 months	15,000,000	1

The organizer has the right to modify the prizes for the upcoming period.

ARTICLE 7: DETERMINATION OF WINNERS

To be eligible, the subscriber must have sent at least one participation SMS to the short number 806, during the period concerned for determining a given winner.

7.1 PRIZE AND WINNER SELECTION MECHANISM

Weekly prize winner:

Every Sunday at 11:59:59 p.m., the first (1) winner (owner of the unique MSISDN/IMEI) of the weekly prize are determined. The first (1) winner is the participant who meets all the requirements of these regulations, and who has earned the greatest number of "points" during the applicable prize period only — in this case, the weekly period (from Monday at midnight to Sunday at 11:59 p.m.) — counted afresh for that period and separate from the participant's cumulative lifetime points. A participant can win a maximum of one (1)

weekly prize during the Promotion period. For a participant to be eligible to win a weekly prize, they must be billed at least once during the weekly period (Monday at 12:00 a.m. to Sunday at 11:59 p.m.).

Monthly prize winner:

Every Last Sunday at 11:59:59 p.m. of each month, one winner (owner of the unique MSISDN/IMEI) of the monthly prize is determined. The winner is the participant who meets all the requirements of these regulations and who has earned the greatest number of "points" during the applicable prize period only — in this case, the monthly period — counted afresh for that period and separate from the participant's cumulative lifetime points. A participant can win a maximum of one (1) monthly prize during the Promotion period. For a participant to be eligible to win a monthly prize, they must be billed at least once during the respective period.

Grand prize winner:

On the last Sunday of every 6 months at 11:59:59 p.m., the winner (owner of the unique MSISDN/IMEI) of the Grand Prize is determined. The winner is the participant who meets all the requirements of these regulations, and who will have earned the greatest number of "points" during the applicable prize period only — in this case, the corresponding 180-day period, from the first day of the month at 00:00:00 to the last day at 23 hours 59min 59s — counted afresh for that period and separate from the participant's cumulative lifetime points. For an entrant to be eligible to win the Grand Prize, they must be charged at least once during the period for which the Grand Prize is awarded. A participant can win a maximum of one (1) Grand Prize during the Promotion Period.

If it has been established that the participant who is ranked first has already received a prize of this category, the winner (owner of the unique MSISDN/IMEI) is recognized as the next participant in the ranking, who meets the requirements/ conditions of these regulations.

Each entrant is eligible to win only one weekly prize, one monthly prize, and one grand prize during the promotion period.

The game will not offer multiple prizes on the same day, meaning prize types cannot overlap. The monthly prize takes precedence over the weekly prize and the grand prize takes precedence over both.

7.2 CASE OF DRAW

In the event that we have more than one winner in the same rank, for example, if two (2) or more participants have the same number of points, the winner will then be the one who took the least time to accumulate their points.

participants remain tied, they will enter an ad-hoc quiz of 5 questions, and the participant who collects more points from this ad-hoc quiz will be declared the winner. If the tie persists, another ad-hoc quiz will take place, and this process will be repeated until a winner is determined.

7.3 WINNERS UNCONTACTABLE OR WAIVER

In the event that the winner cannot be contacted after 30 days, refuses to accept the prize or lot, or cannot receive it, MTN Rwanda reserves the right to select the following number in the ranking as a substitute.

The numbers designated as prize winners since the launch of the game will only be able to win the same type of prize once. Subscribers who use several numbers will only win one prize per type.

ARTICLE 8: PRIZE DELIVERY

After the winners have been chosen, their names, first names, and addresses will be available to the Marketing Department of MTN Rwanda.

To this end, the winners authorize MTN Rwanda and the organizers of the service to reproduce and use their names, first names, and other information, as well as their images, during any public promotional activity relating to the game for which they have been nominated. winners.

The winners will be invited to report to the Marketing Department of MTN Rwanda, for possible administrative formalities. They must have their National Identity Card, passport or any valid identity document, and the SIM card that allowed them to participate in the game.

If the customer refuses to attend the prize delivery ceremony, MTN Rwanda will determine another winner.

No compensation will be granted to winners who present themselves at the premises of the Marketing Department of MTN Rwanda, one month after the end of the SMS game. An exception will be made for winners who have sent a request for deferred withdrawal of their prizes, within a maximum period of 3 months.

ARTICLE 9: COMPLAINTS AND CUSTOMER SUPPORT

Participants who have questions, concerns, or complaints regarding the service may submit them through any of the following channels:

- MTN Customer Care Call Centre (100);
- MTN Service Centres and Shops (walk-in);
- MTN Digital Channels (social media platforms);
- Email: support@mtnyorainoti.com.

Upon receipt, the complaint will be acknowledged within one (1) working day, with a reference number provided to the participant. The complaint will be logged, categorized (billing, scoring, winner selection, prize payment, service availability, or other), and investigated against the system logs, which constitute the technical record of the service. The participant will be kept informed of progress until the complaint is resolved or closed, and the outcome, together with any corrective action taken, will be communicated to the participant.

Standard complaints are resolved within one (1) working day. Complaints requiring a refund are prioritized, with refunds processed within five (5) working days. Complex complaints requiring detailed technical investigation are resolved within ten (10) working days, with interim updates provided to the participant where necessary.

If a participant is not satisfied with the initial outcome, the complaint may be escalated for supervisory review within MTN Customer Care and, if unresolved, to the relevant business, technical, or compliance teams for a final internal review. Where the participant remains dissatisfied after exhausting internal complaint procedures, they may refer the matter to the relevant regulatory or dispute resolution authority in accordance with applicable laws and regulations.