



Powered by Elige Communications Limited

## PROMOTIONAL AIRTIME BONUS

### TERMS AND CONDITIONS

<b>Effective Date</b>	16th May 2026
<b>Last Updated</b>	May 2026
<b>Issued By</b>	Elige Communications Limited
<b>Applies To</b>	All registered Ambia App users

## 1. Introduction

These Terms and Conditions govern all promotional airtime bonuses offered by Elige Communications Limited ("Elige Africa", "we", "us", or "our") through the Ambia App platform. By participating in any Ambia promotion, you acknowledge that you have read, understood, and agree to be bound by these Promotion T&Cs, as well as the Ambia App General Terms of Service.

These Promotion T&Cs supplement and are to be read alongside the Ambia App General Terms of Service available on our website and within the application. In the event of any conflict between these Promotion T&Cs and the General Terms of Service, these Promotion T&Cs shall prevail in matters specifically relating to promotions.

## 2. About Ambia App

Ambia, powered by Elige Africa, is a mobile application that enables users to make and receive high-quality, internet-powered (VoIP) calls to any network in Kenya at a flat rate of KSh 3 per minute, with no regional restrictions or geographical limitations. Ambia also provides eSIM Data services, enabling access to mobile data in over 190 countries, eliminating the need for physical SIM cards or roaming charges.

Promotional airtime bonuses are awarded in the form of Ambia calling credits usable exclusively within the Ambia App platform for VoIP calls.

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### 3. General Eligibility

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To be eligible for any Ambia promotional airtime offer, participants must:

- Be a natural person aged 18 years or older.
- Have downloaded the Ambia App from an authorised app store (Google Play Store or Apple App Store).
- Have a valid, active Ambia account in good standing.
- Comply fully with these Promotion T&Cs and the Ambia General Terms of Service.

Ambia reserves the right to verify eligibility at any time and to disqualify any user who does not meet the eligibility criteria or who is found to have engaged in fraudulent or abusive behaviour.

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### 4. Welcome Airtime Bonus – New User Registration

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#### 4.1 Promotion Overview

The Welcome Airtime Bonus is a one-time complimentary airtime credit awarded to new users who successfully download and register on the Ambia App. This promotion is designed to allow new users to experience the Ambia calling platform at no initial cost and is available at intermittent periods as determined by Elige Africa.

#### 4.2 Eligibility

To qualify for the Welcome Bonus, a user must:

- Download the Ambia App for the first time from the Google Play Store or Apple App Store.
- Complete the full in-app registration process, including providing a valid phone number and verifying their identity via the OTP (One-Time Password) confirmation sent to that number.
- Be a first-time Ambia account holder - users who have previously held an Ambia account under the same or a different phone number or device are not eligible.
- Not use a virtual, temporary, or VoIP number for registration purposes.

#### 4.3 Bonus Amount

The Welcome Bonus amount shall be as displayed in the Ambia App at the time of registration. Elige Africa reserves the right to vary the Welcome Bonus amount from time to time without prior notice.

#### 4.4 Crediting of Bonus

The Welcome Bonus will be credited to the user's Ambia account automatically upon confirmation of successful registration and verification, typically within a few minutes. If the bonus does not appear within 60 minutes, users should contact Ambia Support at [support@ambia.io](mailto:support@ambia.io).

#### 4.5 Usage Conditions

The Welcome Bonus is subject to the following usage conditions:

- The Welcome Bonus is valid for VoIP calls within the Ambia App only and cannot be transferred, converted to cash, or used to purchase eSIM data packages.
- The Welcome Bonus is non-transferable and is linked to the registered account only.

#### 4.6 Limitations

- One (1) Welcome Bonus per person, and per device.
- Ambia reserves the right to revoke the Welcome Bonus if it determines, at its sole discretion, that a user has registered multiple accounts to claim multiple Welcome Bonuses or has otherwise abused this promotion.
- Ambia shall not be liable for Welcome Bonus credits that are not claimed due to a user's failure to complete the registration process correctly.

### 5. Top-Up Bonus Airtime – Bonus on Every Top-Up

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#### 5.1 Promotion Overview

The Top-Up Bonus promotion grants registered Ambia users an additional airtime credit on every qualifying top-up made through the Ambia App. The bonus is calculated as a percentage of the top-up value, as determined by Elige Africa from time to time, and is credited to the user's account in addition to their standard airtime upon successful top-up.

#### 5.2 Eligibility

To qualify for the Top-Up Bonus, a user must:

- Hold a valid, active Ambia App account.
- Complete a successful airtime top-up payment through an accepted payment method within the Ambia App.
- Ensure the top-up meets or exceeds the minimum qualifying top-up amount as displayed in the App at the time of transaction.

#### 5.4 Crediting of Top-Up Bonus

The Top-Up Bonus will be credited to the user's Ambia account automatically upon confirmation of successful payment, typically within a few minutes. In case of any delay exceeding 60 minutes, users should contact Ambia Support at [support@ambia.io](mailto:support@ambia.io).

#### 5.5 Usage Conditions

- Top-Up Bonus credits are valid for VoIP calls within the Ambia App only and may not be converted to cash, transferred to another user, or applied to eSIM Data purchases.
- The Top-Up Bonus applies to each qualifying top-up made during any active promotional period. Ambia reserves the right to limit the number of top-ups eligible for the bonus per user per day, week, or month, as notified within the App.

#### 5.6 Limitations

- The Top-Up Bonus offer is subject to availability and may be withdrawn or modified by Ambia at any time with or without prior notice.
- Top-ups that are reversed, refunded, disputed, or made through fraudulent means will not qualify for the bonus, and any bonus already credited in relation to such top-ups will be revoked.
- Ambia reserves the right to set minimum and maximum top-up thresholds for bonus eligibility, which will be communicated within the App.

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## 6. General Promotional Conditions

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### 6.1 Promotion Period

Each promotion will run for a period as specified in the Ambia App or associated promotional materials. Ambia reserves the right to extend, shorten, suspend, or terminate any promotion at its sole discretion.

### 6.2 Nature of Promotional Credits

All promotional airtime credits issued under these Promotion T&Cs:

- Are denominated in Kenya Shillings (KSh) and are for use within the Ambia platform only.
- Have no cash value and cannot be redeemed for cash or any monetary equivalent.
- Are non-transferable between accounts.
- Cannot be combined with any other promotional offer unless explicitly stated.
- Are subject to the applicable call rates within the Ambia App at the time of use.

### 6.3 Fraud and Abuse

Ambia strictly prohibits any form of fraud, abuse, manipulation, or misuse of promotional offers. Without limitation, the following activities are prohibited:

- Creating multiple accounts to claim multiple Welcome Bonuses or circumvent promotional limitations.
- Using bots, scripts, or automated means to participate in promotions.
- Colluding with others to abuse promotional credits.
- Providing false or misleading information during registration or top-up.
- Exploiting technical errors or loopholes in the Ambia platform.

Ambia reserves the right to immediately suspend or terminate the account of any user found or suspected to be engaging in fraudulent or abusive behaviour, revoke all promotional credits, and pursue any available legal remedies.

### 6.4 Ambia's Right to Vary or Withdraw Promotions

Ambia reserves the right to modify, suspend, or terminate any promotion at any time and without prior notice. Such changes may include alterations to bonus amounts, eligibility criteria, usage conditions, or the promotion period. Continued participation in a promotion after such changes constitutes acceptance of the revised terms.

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## 7. Limitation of Liability

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To the fullest extent permitted by applicable laws in Kenya:

- Elige Africa shall not be liable for any failure to credit promotional airtime due to technical errors, network failures, or circumstances beyond its reasonable control;
- Elige Africa shall not be liable for any loss, damage, or inconvenience arising from the withdrawal, modification, or expiry of promotional credits;
- Ambia's total liability to any user in connection with any promotion shall not exceed the value of the promotional credit that user was entitled to receive.

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## 8. Data Privacy

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Personal data collected in connection with these promotions will be processed in accordance with Ambia's Privacy Policy, available within the Ambia App and on our website. By participating in any promotion, you consent to the collection and processing of your personal data for the purposes of administering the promotion, preventing fraud, and improving our services.

## 9. Governing Law and Dispute Resolution

These Promotion T&Cs are governed by and construed in accordance with the laws of the Republic of Kenya. Any disputes arising out of or in connection with these Promotion T&Cs shall first be submitted to Ambia's Customer Support team for resolution.

## 10. Contact Us

If you have any questions about these Promotion T&Cs or any Ambia promotion, please contact us:

<b>Email</b>	support@ambia.io
<b>Website</b>	https://ambia.io/
<b>In-App Support</b>	Help Centre within the Ambia App
<b>Operator</b>	Elige Africa Limited

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