

**Q1. I have received a SMS asking to make recharge and win rewards, what is this?**

We have come up with an amazing offer –“**Har Recharge Pe Extra (HRPE) for Idea subscribers** where you **will get** guaranteed reward on every recharge you make. You just need to dial \*999# or visit MIA within 72 hrs. of making any recharge to claim your rewards.

**Q2. I have recently taken the new connection and done my first recharge, am I also eligible for it?**

Yes you are very much eligible for this offer if you have done your first recharge (no 72 hrs condition here)

**Q3. Will I get the reward if I do a recharge via USSD?**

You will be eligible for reward only if you recharge through any medium whether it through retailer, My Idea App, paper coupon, 3<sup>rd</sup> party digital channels like payTM etc. You just need to ensure that you claim the reward benefits within 72 hrs. of making the recharge.

**Balance debit based products are not eligible for the free benefits.**

**Q4. Is this ‘HRPE’ applicable to specific denominations of recharge like full talk time or Unlimited?**

HRPE offer is applicable on every recharge denomination without any exception.

**Q5. What kind of benefits will I get as reward?**

You will get various benefits like unlimited calling, extra data, cash back, Caller Tune, Missed Call Intimation, SMS as reward. These benefits will be additive in nature which will be given over and above the benefits of the recharge you make.

**Q6. Is there any validity for the reward benefits once claimed?**

The reward benefits will be applicable till your existing outgoing and data service validity in your prepaid connection.

Additionally- the validity to avail the reward benefits within 72 hours.

**Q7. Will I be eligible for the reward if I activate any SMS/Data pack ?**

Each and every recharge is eligible for rewards in HRPE. Yes you will get the reward if you activate any SMS or data pack

**Q7. Will I be eligible for the reward if I activate any VAS pack like DT/MCIA?**

This offer is available only on recharges hence services activation of VAS will not get the rewards

**Q8. I am on roaming, will I be able to claim reward if I recharge now**

You can claim the reward even in roaming within 72 hrs. of making recharge.

**Q9. I can see two rewards against my recharge value but only able to claim one, why?**

You are given the option to choose any one from the two benefits associated to your recharge

**Q10. If I do multiple recharges on my number what will happen?**

You will get reward for each and every recharge you have made. You can view all the rewards associated to every recharge you have made in past 72 hrs. by dialling \*999# or on the My Idea App in the “My Reward section”. You can claim the reward associated to any recharge within 72 hrs of making the recharge.

**Q13. I tried selecting the reward, it is showing error?**

If you are receiving error message as “Sorry! Your request is not processed. Don’t worry your rewards are safe with us” then we recommend you to try claiming the reward 15 mins