

Terms and Conditions

1- Eligibility Criteria:

- All Star customers who have been with Mobinil for at least 6 months will be automatically enrolled in the Star Awards program.

2- Point Accumulation:

- Mobinil reserves the right to change the number of accumulated points in your account, upon issuing reasonable notice to you.
- The points are awarded at a rate determined by Mobinil according to Mobinil's set criteria.
- Mobinil reserves the right to change the monetary value of the point without any prior notice.
- Accumulation and Redemption of points will stop in case of line suspension, deactivation and termination.
- Free minutes and services that are offered in certain promotions do not earn points.
- Points are valid for two years from accumulation date, if the points are not redeemed before the two years, points will expire.

3- Redeeming Points:

- The gift can only be received by the owner of the line or by a delegated person, who in turn should provide a copy of his/her official ID upon receiving the gift.
- All gifts in the catalog are subject to availability.
- Mobinil reserves the right to alter or withdraw any of the gift items without prior notice.
- All gift items will include a warranty certificate from the supplier. In case of any required maintenance during the warranty period please refer directly to the supplier without the need to contact Mobinil.

4- Migration between Tariff Plans:

- In case you decide to migrate your line from any Star tariff plan to any ALO tariff plan, you will need to redeem your outstanding points before migration or else you will lose them.

5- Star Awards Program Termination:

- Mobinil reserves the right to change all or some of the "Terms and Conditions" without any prior notice.
- Mobinil reserves the right to terminate the "Star Awards" program in whole or in part at any time, upon reasonable notice to you.