



# **TECHNOTREND PLATFORM NIGERIA LIMITED**

## **TERMS AND CONDITIONS**



# Terms and Conditions

Thanks for using our products and services (“Services”). The Services are provided by TPNL Customer care Team.

By using our Services, you are agreeing to these terms. Please read them carefully.

Our Services are very diverse, so sometimes additional terms or product requirements (including age requirements) may apply. Additional terms will be available with the relevant Services, and those additional terms become part of your agreement with us if you use those Services.

## 1. Using Our Services:

You can use any of our services by sending the following short codes via your phone

i. by SMS (Short code to be sent to 8841, 8842 , 8843, 8840, 8850, 8860 to purchase content items).

ii. from the WEB: [www.technotrendng.com](http://www.technotrendng.com) ; or

iii. via IVR

## 2. Choosing the Service:

You may choose content from the following list of categories of our services:

i. E-alert

ii. Airtel Trivia mega promo

iii. Everydayword

iv. Call collect and in-line airtel advance

## 3. Links to 3<sup>rd</sup> Party Website:

All other links to third party websites promoted on TPNL site or content will be charged at the user’s data plan rates.

## 4. Liability for Our Services:

Please note that Fall-back pricing applies. (That is: the billing of a lower denomination if the Customer’s account has inadequate or has insufficient airtime balance for the monthly fee/weekly fee, she/he is currently on, the Customer will be billed the lesser amount on the fall-back/micro charging model) will take place when a customer has insufficient funds to complete the original transaction or renewal of the service as follows:



i. For SMS subscription: The monthly subscription may vary according to product and service provider

#### **5. Managing your Subscriptions:**

You may dial the customer care 01 632 3341 or visit the TPNL website on [www.technotrendng.com](http://www.technotrendng.com) or send HELP to our various shortcodes (8841, 8842 , 8843, 8840, 8850, 8860) to manage subscriptions to Opt Out of any subscription service by sending STOP to our various shortcodes (8841,8842 , 8843, 8840, 8850, 8860).

#### **6. Cancelling a Service after Purchase:**

You will not be refunded should you decide to cancel the service after you have purchased a plan. If an error occurs, refunds will take place on request and investigation by the OPERATOR'S customer care team. These refunds will be based on the EBB ("Event Based Billing" means the amount that the Customer was billed, for that service) value that has occurred for the service on that customers MSISDN (that is, your cell phone number).

#### **7. Your Content in Our Services:**

All content ('Content') is licensed to you by TPNL ('TPNL', also 'we' and 'us') subject to the following terms and conditions. 'You' means the user of the services provided by TPNL and includes any person who we reasonably believe is acting with your authority or knowledge, including but not limited to use of your mobile phone.

#### **8. Applicability:**

i. By accessing or downloading the Content, an agreement between you and TPNL incorporating these terms and conditions will come into force at such time ('the Agreement'). TPNL reserves the right to introduce amendments to the terms and conditions and/or the Content as it shall from time to time deem necessary. By accessing or downloading Content following any such modification you will be deemed to accept such modification. It is your responsibility to keep up to date with any changes in our terms and conditions.

ii. The general terms and conditions of subscriber agreement shall also apply when accessing the Content. In the event of any conflict, this Agreement will prevail in respect of the Content only.

iii. Nothing in this Agreement affects your statutory rights as a consumer.

#### **9. License Grant:**

The Content and any copyright and other intellectual property rights in any material (including text, photographs, videos, graphics, logos, music, sound and other material images) included in the Content is either owned by TPNL or has been licensed to TPNL by the rights owner(s).