

# 4x on E-Top Up Offer - (FAQs)

## 1. What is the 4X on E-Top Up offer?

*It is an offer which rewards Glo customers with four times the value of electronic recharges if any of the followings amounts is topped up: N150, N250, N550, N1050, N2050, N5050 and N10,050. E-top up recharges other than the aforementioned will not get the bonus.*

## 2. Who is eligible for this offer

*The 4x on E-Top Up offer is available to all new and existing prepaid customers*

## 3. How can I enjoy this offer?

*You will get the offer whenever you electronically recharge any of the followings amounts is topped up: N150, N250, N550, N1050, N2050, N5050 and N10,050. E-top up recharges other than the aforementioned will not get the bonus.*

## 4. What if I electronically top up any other amount besides the 4X denominations?

*Only the specified denominations (N150, N250, N550, N1050, N2050, N5050 and N10,050) will get the offer. Any other denomination electronically topped up will not get the offer. Also, airtime received through EasyShare or Borrow me credit do not qualify for this offer.*

## 5. What Benefits do I enjoy on this offer?

*You will enjoy four times value on every recharge of N100 and above. The airtime value is valid for 14 days or 30 days depending on recharge value as illustrated below.*

S/N	E-Top Up Test amount(=N=)	Main Account (=N=)	Bonus account (=N=)	Bonus Validity (Days)
1	150	0	600	14
2	250	0	1,000	14
3	550	0	2,200	30
4	1,050	0	4,200	30
5	2,050	0	8,200	30
6	5,050	0	20,200	30
7	10,050	0	40,200	30

*Thus:*

- If you recharge with N150, you will get total N600 i.e. N150 recharge value + N450 bonus airtime*
- If you recharge with N550, you will get total N2,200 i.e. N550 recharge value + N1,650 bonus airtime*

- If you recharge with N1,050, you will get total N4,200 i.e. N1,050 recharge value + N3,150 bonus airtime

**The bonus can be used to call all networks in Nigeria + 24 international destinations, send text messages and for browsing.**

**6. Which international destinations can I call with my 4X account?**

*Australia, Bangladesh, Brunei, Canada, China, Denmark, French Guiana, Guam, Japan, Hong Kong, India, Israel, Luxembourg, Malta, Mongolia, Norway, Puerto Rico, Romania, Singapore, South Korea, Spain, Sweden, UK, US*

**7. What if I want to call an International Destination that is not among the listed 24?**

*No problem. You can call other international destinations as normal. The applicable charge for the called destination will be deducted from your main account.*

**8. Can I use my 4X account to purchase Voice, SMS, Data or VAS packages?**

*No. You can only subscribe to, or purchase these packages if you have sufficient airtime credit in your main account.*

**9. What if I do not have any balance in my main account?**

*You can top up your Main account at any time by purchasing any other denomination besides the 7 denominations meant for 4X (N150, N250, N550, N1050, N2050, N5050 and N10,050). You can also recharge with physical recharges.*

**10. How much will I be charged when I make calls, text or browse from my 4X account?**

	<b>Rates</b>
<b>Local calls to All Networks</b>	45k/sec
<b>Calls to 24 Int'l destinations</b>	60k/sec
<b>SMS to All local Networks</b>	N4/SMS
<b>Data/Browsing</b>	N3/MB

**Note: you will be unable to browse with 4X if you have an active HSI subscription**

**11. What if I exhaust the airtime value in my 4X account?**

*All your calls, SMS and data will be charged to your main account unless you recharge again any of the E-top up amounts listed above or physical recharge using \*323\*recharge PIN# to get 4X*

**12. Can I receive the 4X value multiple times?**

**YES, you will receive the bonus on every recharge you recharge any of the E-top up amounts listed above or by using \*323\*rechargePIN# with physical recharges**

**13. Can I accumulate my bonuses?**

*YES, each new 4X recharge you make will increase the total airtime balance in your 4X account*

**14. Can I accumulate validity days?**

*NO, validity days cannot be accumulated. However, your 4X account validity days will be extended each time you recharge, depending on the recharge value. For example:*

- *N150 recharge will increase your 4X account validity by 14 days*
- *N550 recharge will increase your 4X account validity by 30 days.*

**15. How do I check my 4X balance?**

*Dial #122\*30# to check your 4X balance*

**16. What if my 4X account validity days expire?**

*All your calls, SMS and data will be charged to your main account and any unused balance in your 4X account will be forfeited.*

**17. Will the 4X E-top up denominations also enjoy the 15% bonus on E-top Up?**

*No. All the 4X denominations will only enjoy the 4X bonus benefits.*

**18. Will I be notified when my bonus validity expires?**

*YES, you will get an SMS notification at expiration of the validity days*

**19. Can I share my 4X airtime value with another Glo customer?**

*NO, 4X value cannot be shared with or transferred to another Glo customer.*

**20. What happens if I migrate to another tariff profile?**

*4X offer can be enjoyed on any Glo prepaid plan so long as customer recharges with the **specific 4X denomination listed above** or with special code **\*323\*rechargePIN#** for physical recharges. However, any unused bonus balance from previous recharges will be lost upon migration.*