

FAQs

Samsung Galaxy S9 and S9+ – Jio Terabyte Data Offer - 2018

1. What is “Samsung Galaxy S9 and S9+ – Jio Terabyte Data Offer - 2018”?

“Samsung Galaxy S9 and S9+ – Jio Terabyte Data Offer - 2018” entitles additional 700GB of 4G data on performing a recharge of Rs.4,999 prepaid plan for all Jio customers (existing and new) who purchase Samsung Galaxy S9 or Samsung Galaxy S9+ on or after 16th March 2018 and latch on the Jio network on or before 30th September, 2018. New Eligible Subscribers will also receive complimentary “Jio Prime” membership (one Jio Prime Membership per Eligible Device) offered by RRL

2. What Samsung Galaxy models are eligible for the offer?

The offer is applicable on Samsung Galaxy S9 or Samsung Galaxy S9+ mobile devices. The offer is applicable only on the Indian version of Eligible Device.

3. How long is the “Samsung Galaxy S9 and S9+ – Jio Terabyte Data Offer - 2018” valid for?

The offer is valid for Samsung Galaxy S9 and S9+ purchased on or after 16th March, 2018 and activated on the Jio network on or before 30th September, 2018 by the eligible subscriber.

4. What is the eligibility criteria for availing the “Samsung Galaxy S9 and S9+ – Jio Terabyte Data Offer - 2018”?

You must fulfill the following conditions to be eligible for the offer:

- a. You must have purchased an Indian version of the Samsung Galaxy S9 and S9+ mobile device on or after 16th March 2018.
- b. You must have latched on Jio network with the eligible Samsung Galaxy S9 or Galaxy S9+ device on or before 30th September 2018.
- c. You must be enrolled to Jio Prime membership (complimentary Jio Prime membership, only for new Jio subscribers, is offered by RRL)
- d. You must have performed a recharge of Rs.4,999 prepaid plan offered by RJIO within the offer period.

5. How and when will I get the data under the “Samsung Galaxy S9 and S9+ – Jio Terabyte Data Offer - 2018”?

The additional data benefits will be provided automatically on your Samsung Galaxy S9 or S9+ mobile device after performing recharge of Rs.4,999 prepaid plan offered by RJIO. The subscriber will receive a voucher for additional data which needs to be redeemed through MyJio app.

Such additional data benefits that are not redeemed within one year from the date of credit of such voucher shall expire and be forfeited.

6. Is the “Samsung Galaxy S9 and S9+ – Jio Terabyte Data Offer - 2018” applicable to existing Jio subscribers as well?

Yes. The offer is applicable for existing Jio subscribers as well as new subscribers.

7. Can I avail any other Jio offer along with the “Samsung Galaxy S9 and S9+ – Jio Terabyte Data Offer - 2018”?

No, this offer cannot be clubbed together with any other offer of similar nature.

8. Can the additional data voucher under the “Samsung Galaxy S9 and S9+ – Jio Terabyte Data Offer - 2018” offer be transferred to any other Jio number?

No, the additional data voucher is non-transferable. The additional data voucher can be availed only for the Jio number using which, the recharge has been performed.

9. Where can I get a new Jio SIM to avail the “Samsung Galaxy S9 and S9+ – Jio Terabyte Data Offer - 2018”?

You can visit your nearest Jio Store, Reliance Retail or Jio retailer to get a new Jio SIM. To locate your nearest Jio Store, click <https://www.jio.com/Jio/portal/storeLocator>

10. Will the “Samsung Galaxy S9 and S9+ – Jio Terabyte Data Offer - 2018” offer be available, if I purchase Samsung Galaxy S9 and S9+ device from other stores or ecommerce sites?

Yes, “Samsung Galaxy S9 and S9+ – Jio Terabyte Data Offer - 2018” is available for Samsung Galaxy S9 and Galaxy S9+ mobile device, purchased in India during the offer period.

11. What will be the validity of the additional data voucher given under the “Samsung Galaxy S9 and S9+ – Jio Terabyte Data” Offer?

Additional Data Vouchers will have the same validity as per their respective base plans.

For example, if you have done a recharge of Rs. 309 on 1st December, 2017 and your base plan has validity of 28 days, the validity of the voucher shall be till 28th December, 2017.

If the voucher that is credited to your account is redeemed on 3rd December, 2017, you can use the additional data voucher of 5GB for 26 days (till 28th December, 2017). Similarly, if you redeem the voucher on 15th December, 2017, the additional data voucher will be valid for 14 days (till 28th December, 2017).

12. Will I be eligible for additional data vouchers under the “Samsung Galaxy S9 and S9+ – Jio Terabyte Data” offer if I use my Jio SIM in slot 2 of my device?

Yes, you can avail the additional data vouchers of the “Samsung Galaxy S9 and S9+ – Jio Terabyte Data” offer by using your Jio SIM in either of the SIM slots of the eligible Samsung device.

13. Can the additional data voucher under the “Samsung Galaxy S9 and S9+ – Jio Terabyte Data” offer be used on any other device?

No, the additional data voucher can only be availed on an eligible Samsung Galaxy S9 and S9+ device (purchased in India only) on which the recharge has been performed

14. Will the “Samsung Galaxy S9 and S9+ – Jio Terabyte Data Offer - 2018” offer be available, if I switch my Jio number to any other Samsung mobile/tablet or other device manufacturers?

No. The Samsung Galaxy S9 and S9+ – Jio Terabyte Data Offer - 2018 will not be applicable in this case.