

# Channel Presenter

August 2022

Model	RD Lift Price (Tk.)	RRP	Promo	Effective Price	EMI Tenure
Guru Music 2	2,280	2,450			NO EMI
Metro 313	2,570	2,750			NO EMI
Metro 350	3,310	3,550			NO EMI
Galaxy A03 Core (2/32 GB)	10,967	11,899	900	10,999	NO EMI
Galaxy A03 Core (2/32 GB) [New CMF]	10,967	11,899	400	11,499	NO EMI
Galaxy A03 (3/32 GB)	13,824	14,999	1,000	13,999	NO EMI
Galaxy A03s (4/64 GB)	16,244	17,499	1,500	15,999	NO EMI
Galaxy A03 (4/64 GB)	15,807	16,999	1,500	15,499	NO EMI
Galaxy A12 (4/64 GB)	13,820	14,999			NO EMI
Galaxy A12 (4/128 GB)	14,750	15,999			NO EMI
Galaxy A13 (4/64 GB)	19,354	20,999	2,000	18,999	NO EMI
Galaxy A13 (6/128 GB)	22,119	23,999	1,000	22,999	NO EMI
Galaxy M12 (6/128 GB)	21,681	23,499			NO EMI
Galaxy F22 (6/128 GB)	22,159	23,999			NO EMI
Galaxy A22 (6/128 GB)	20,740	22,499			NO EMI
Galaxy A23 (6/128 GB)	29,187	31,599			NO EMI
Galaxy M32 (6/128 GB)	22,120	23,999			NO EMI
Galaxy F23 (6/128 GB)	29,492	31,999	2,000	29,999	NO EMI
Galaxy M33 (8/128 GB)	32,860	35,599			NO EMI
Galaxy A33 (8/128 GB)	43,056	46,699	5,000	41,699	6M
Galaxy M53 (8/128 GB)	49,025	52,999			6M
Galaxy A52 (8/128 GB)	36,870	39,999			6M
Galaxy A53 (8/128 GB)	50,878	54,999	5,000	49,999	6M
Galaxy A52s (8/128 GB)	52,994	57,499	5,000	52,499	6M
Galaxy A72 (8/256 GB)	49,770	53,999			6M
Galaxy A73 5G (8/256 GB)	68,663	74,499	4,500	69,999	12M
Galaxy S21 FE 5G (8/128 GB)	80,522	86,699	10,000	76,699	12M
Galaxy S22+ (8/256 GB)	132,782	142,999	15,000	127,999	12M
Galaxy S22 Ultra (12/256 GB)	167,110	179,999	15,000	164,999	18M
Galaxy Z Flip 3 (8/256 GB)	120,740	130,999			12M
Galaxy Z Fold 3 (12/256 GB)	208,290	225,999			18M
Galaxy Tab A (2019)	9,770	10,599			NO EMI
Galaxy Tab A7 Lite	18,430	19,999			NO EMI
Galaxy Tab A7 (T505)/32	28,110	30,499			6M
Galaxy Tab A8 (3/32)	31,889	34,599			NO EMI
Galaxy Tab A8 (4/64)	35,969	38,999			6M

Segment	Model	BS/RD Lift Price	RT Lift Price	RRP	Warranty
<b>Earphone</b>	Samsung Earphones (3.5mm)	968	1,017	1,200	<ul style="list-style-type: none"> <li>▪ Customer will get 6 months warranty from retail.</li> <li>▪ ND will settle replaced product with RD/BS if that product is invoiced/lifted concern BS/RD within 8 months from ND</li> </ul>
	Type-C Earphones (AKG)	1,773	1,861	2,200	
	Level U2	3,186	3,186	3,500	• 12 Months Service Warranty
<b>Adapter</b>	25W PD Adapter	1,358	1,426	1,650	<ul style="list-style-type: none"> <li>▪ Customer will get 6 months warranty from retail.</li> <li>▪ ND will settle replaced product with RD/BS if that product is invoiced/lifted concern BS/RD within 8 months from ND.</li> </ul>
	45W Adapter (With Cable)	3,269	3,433	3,950	
	Wireless Charger Duo	5,405	5,405	6,000	
<b>Wearable</b>	Watch 4 (44mm)	29,629	29,629	32,000	• 12 Months Service Warranty
<b>Back Cover</b>	S22+ Silicone Cover	2,463	2,463	2,850	
	S22+ Silicone Cover with Strap	4,395	4,395	5,000	
	S22 Ultra Clear Standing Cover	2,463	2,463	2,850	
	S22 Ultra LED View Cover	6,593	6,593	7,500	

Model	RRP	Promo Discount	Effective Price
A03 Core	11,899	900	10,999
A03 Core (2/32 GB) NEW CMF	11,899	400	11,499
A03 (3/32)	14,999	1,000	13,999
A03 (4/64)	16,999	1,500	15,499
A03s	17,499	1,500	15,999
A13 (4/64 GB)	20,999	2,000	18,999
A13 (6/128 GB)	23,999	1,000	22,999
F23(6/128 GB)	31,999	2,000	29,999
A33 5G (8/128 GB)	46,699	5,000	41,699
A53 (8/128 GB)	54,999	5,000	49,999
A52s (8/128 GB)	57,499	5,000	52,499
A73 (8/256GB)	74,499	4,500	69,999
S21 FE (8/128GB)	86,699	10,000	76,699
S22+ (8/256 GB)	142,999	15,000	127,999
S22 Ultra (12/256 GB)	179,999	15,000	164,999

**Note:**

- Maximum 2 handset activation with 1 SIM is eligible for Promo claim

Duration:: 1<sup>st</sup> August'22 ~ 31<sup>st</sup> August'22

DMS=MCS=IMEI/FOTA Activation

Models	Cash Back Offer
Z Flip3	<b>BDT 30,000 / BDT 35,000 / BDT 40,000</b>
Z Fold3	<b>BDT 30,000 / BDT 35,000 / BDT 40,000</b>

**Cash Back****Note**

- Customer will get any amount of Cash Back through Portal/SMS as per model wise mentioned
- SMS Format: BLUWAVE<space>DMS ID<space>Serial Number and send to 22010

Model	Gift	Conditions
<b>A23 (6/128 GB)</b>	Card Slot Cover 	<ul style="list-style-type: none"> <li>▪ S/O Checking and Calculation Parameter: DMS-MCS-FOTA/IMEI Activation</li> <li>▪ If Campaign models DMS=MCS=Activation not done then, equal amount of gift value will be deducted from Partners ledger</li> <li>▪ After Campaign period gift item needs to be returned to ND warehouse otherwise penalty will impose</li> <li>▪ Any partner violating the price hygiene or channel infiltration guideline will be discarded from the campaign</li> <li>▪ Samsung has rights to change/revise/stop the campaign</li> </ul>
<b>A33 (8/128 GB)</b>	Slim Strap Cover 	

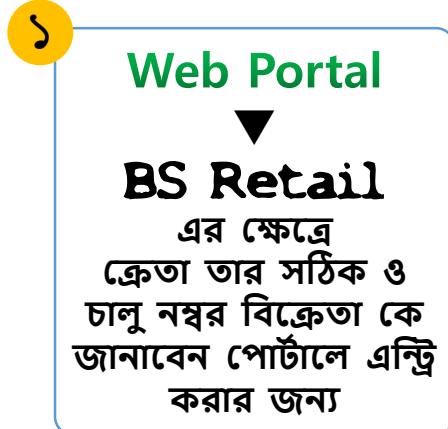
**Important Notes:**

- If Campaign models DMS=MCS=Activation not done then, equal amount of gift value will be deducted from Partners Ledger
- After Campaign period gift item needs to be returned otherwise penalty will impose

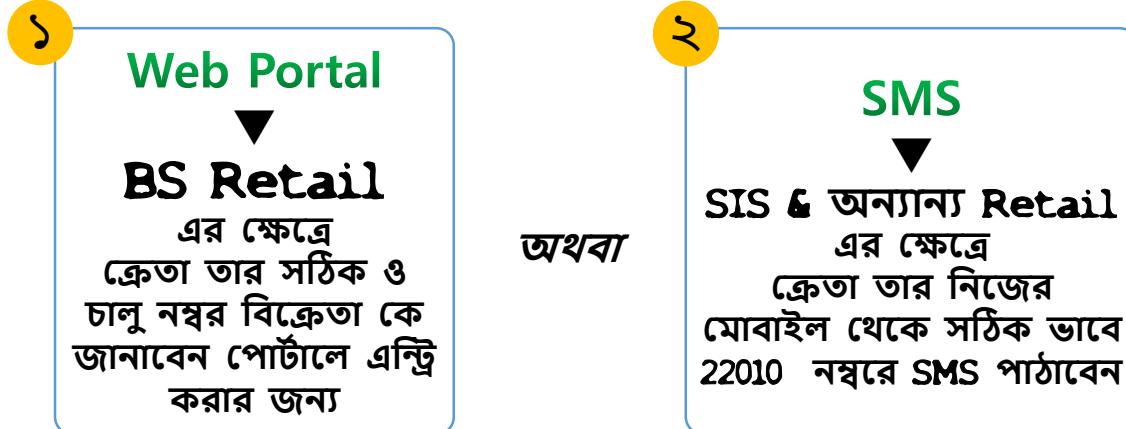
**WHILE  
STOCKS  
LAST!**

## ক্রেতার করণীয়:

এ অফার টি দুইভাবে পাওয়া যাবে:



\* ব্রান্ডশপ এর জন্য প্রয়েজ নহে।



অথবা

## বিক্রেতার করণীয়:

### Web Portal এর ক্ষেত্রে

বিক্রেতা প্রথমে ওয়েব পোর্টাল এর মাধ্যমে সেলস এন্ট্রি করবেন।  
ব্রান্ডশপ এর জন্য পোর্টাল ব্যবহার বাধ্যতামূলক।

### SMS এর ক্ষেত্রে

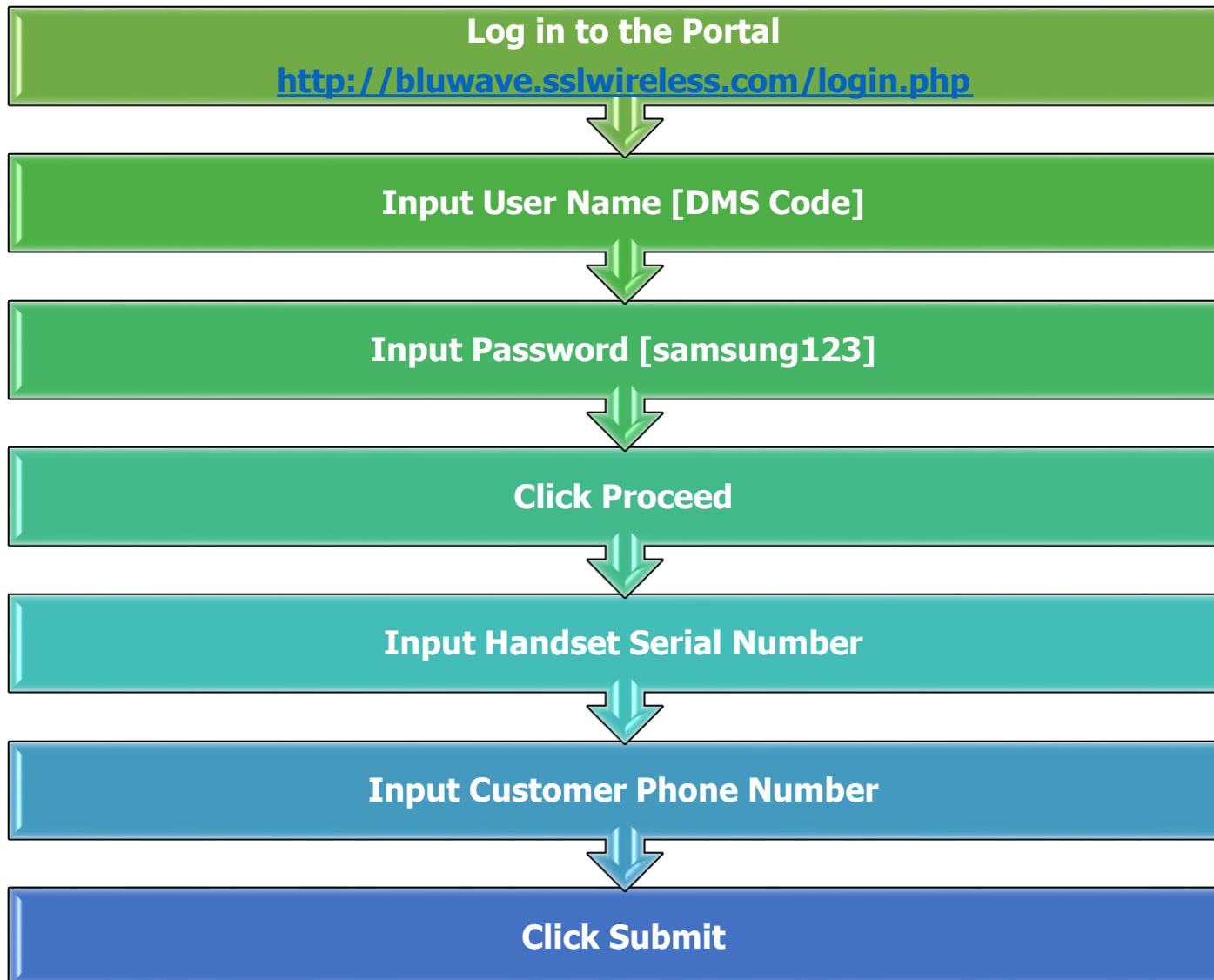
ওয়েব পোর্টাল না থাকলে, ক্রেতা কে ২২০১০ তে SMS পাঠানোর জন্য  
পূর্ণ সহযোগিতা করবেন।

## নিয়মাবলী:

- অফার এর সকল সেলস পোর্টাল-এ এন্ট্রি দেওয়া অথবা SMS করা  
বাধ্যতামূলক; এ ব্যতিত কোন সেলস গ্রহণযোগ্য হবেনা, বা Claim  
এর জন্য বিবেচিত হবে না।
- একজন ক্রেতা একটি Mobile নম্বর ব্যবহার করে সর্বোচ্চ ২ টি  
হ্যান্ডসেট কিনতে পারবেন।
- শুধুমাত্র ক্রেতার Mobile নম্বর থেকে SMS গ্রহণযোগ্য।

- সঠিক ও পূর্বে ব্যবহার হয়নি এবং Campaign এর সময়সীমার মধ্যে  
MCS ও IMEI Activate হয়েছে এমন IMEI ও Serial এ  
Campaign এ বিবেচিত হবে।
- Live demo, MCS done IMEI, parallel import [ PI ] ,  
B2B, অন্য দোকানের Lifting করা প্রোডাক্ট, DAP/DOA এ  
Campaign এ বিবেচিত হবে না।

## Process Details: Web Portal



Login your account

User name:

Password:

Proceed

Customer information

Product S/L#

Customer Mobile#

Submit

Step 1

Step 2

Step 3

Step 4

Step 5

Step 6

Step 7

## Process Details: SMS



- Don't send SMS from Skitto SIM
- Don't send SMS using SMS Bundle or SMS Offer
- SMS Process is not allowed for BS Channel

## Reply SMS Details

**SUCCESS (Cash discount):** অভিনন্দন! আপনি () মডেল এর বিপরীতে () টাকা ক্যাশব্যাক জিতেছেন; Gift code (), IMEI (), 2020-08-04, এই বিষয়ে  
সহায়তার জন্য 08000300300 নম্বরে ফোন করুন।

**DUPLICATE:** প্রিয় গ্রাহক, এই হ্যান্ডসেট সিরিয়াল নম্বর (S/N XXXXX) ইতিমধ্যেই ব্যবহার করা হয়েছে। এই বিষয়ে সহায়তার জন্য ফোন করুন 08000300300  
নম্বরে।

**INVALID:** প্রিয় গ্রাহক, আপনার SMS Format বা DMS ID বা সিরিয়াল নম্বরটি সঠিক নয়। "BLUWAVE<space>DMS ID <space> Serial Number" টাইপ করুন  
এবং 22010 এ পাঠান। এই বিষয়ে সহায়তার জন্য ফোন করুন 08000300300 নম্বরে।

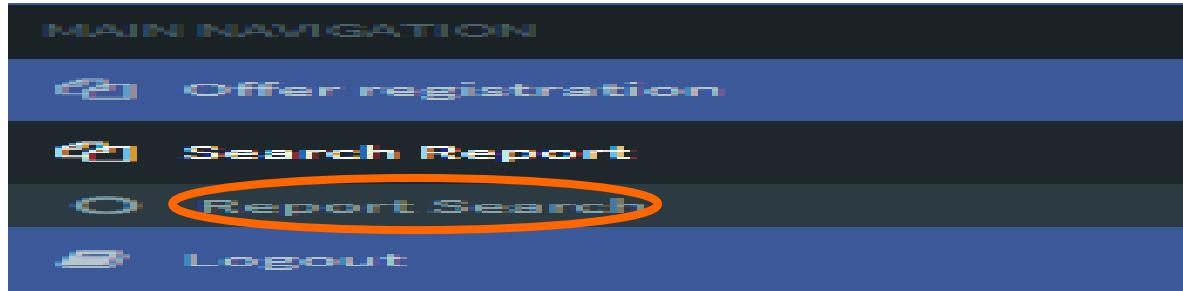
**AFTER 02 TIMES USE FROM ONE NUMBER:** প্রিয় গ্রাহক, দুঃখিত! এই মোবাইল নম্বরটি ইতিমধ্যেই 02 বার ব্যবহার করা হয়েছে। অন্য মোবাইল নম্বর  
ব্যবহার করুন। সহায়তার জন্য কল করুন 08000300300 নম্বরে।

**CAMPAIGN OVER (It will be shown after campaign closing):** প্রিয় গ্রাহক! এই অফার ইতিমধ্যেই শেষ হয়েছে। SAMSUNG এর সাথে থাকার জন্য  
আপনাকে ধন্যবাদ।

## If Any Customer Doesn't Receive SMS Reply

### ওয়েব পোর্টাল এর ক্ষেত্রেঃ

- নিশ্চিত হউন ইন্টারনেট কাজ করছে এবং সেলস ঠিকমত এন্ট্রি হয়েছে
- ওয়েব পোর্টাল এর Report Search এ Click করুন



- IMEI অথবা Serial Number দিয়ে Search বাটনে Click করুন

Imei No:	Serial No:
<input type="text" value="Imei No"/>	<input type="text" value="Serial No"/>
<input type="button" value="Search"/>	

- যদি পোর্টাল এ সংশ্লিষ্ট কোন তথ্য পান, কাস্টমারকে জানান এবং সেই অনুযায়ী ক্যাশব্যাক দিন
- যদি পোর্টাল এ সংশ্লিষ্ট কোন তথ্য না পান, পুনরায় সেলস এন্ট্রি করুন

### SMS পোর্টাল এর ক্ষেত্রেঃ

- বাম পাশের ঘরে নির্দেশিত উপায়ে চেক করুন
- ওয়েব পোর্টালে চেক করার সুযোগ না থাকলে IMEI এবং Serial Number চেক করে দেখুন, সঠিক তথ্য দিয়েছেন কিনা তা নিশ্চিত করুন
- IMEI এবং Serial Number আগে ব্যবহৃত হয়েছে কিনা নিশ্চিত হউন
- স্যামসাং কল সেন্টারে যোগাযোগ করুন 08000-300-300 [8am – 10pm]

### ক্রেতা তার মোবাইলে Invalid রিপ্লাই পেলে

- IMEI এবং Serial Number চেক করে দেখুন, সঠিক তথ্য দিয়েছেন কিনা তা নিশ্চিত করুন
- IMEI এবং Serial Number আগে ব্যবহৃত হয়েছে কিনা নিশ্চিত হউন

উপরোক্ত উপায়ে সমস্যার সমাধান না হলে নিম্নোক্ত নাম্বারে/ ই-মেইলে যোগাযোগ করুন  
01322839996 / nusrat.ops@etcl-bd.com



\*\* Product Model wise guided EMI TENURE applicable

**Eligible Models & EMI ::**

Galaxy A52	6 Months	Galaxy S21 FE	12 Months
Galaxy A33	6 Months	Galaxy S22+	12 Months
Galaxy M53	6 Months	Galaxy S22 Ultra	18 Months
Galaxy A53	6 Months	Galaxy Tab A7 (T505)/32	6 Months
Galaxy A52s	6 Months	Galaxy Tab A8 (4/64 GB)	6 Months
Galaxy A72	6 Months	Galaxy Z Flip 3	12 Months
Galaxy A73	12 Months	Galaxy Z Fold 3	18 Months

**Conditions ::**

- If found any 0% EMI arrangement except the mentioned handsets, Excel Telecom will not take any responsibility. Respective partner need to take the full liability
- Customer can enjoy EMI facility through communicating their respective bank personally with bearing EMI cost
- All partners must need to send their regular EMI form within 7 days of transaction date
- **For Dhaka Bank maximum EMI 12 months though product EMI is up to 18 months**
- If any partners unable to send the EMI form within 7 days of transection then the extra charge imposed by bank from customer credit card account will be adjusted from partners ledger. Respective partner need to take the full liability



## Offer Availability Journey

## Replacement Void Issues

Customer purchase handset from Retail

On first handset opening; customer will be received an automated SMS from 005959/5959  
"Thanks for using Samsung"

Will be eligible for replacement from day of activation SMS to next 101 days

If software problem: SC will update software and give back old handset after fixing the issue. Handset will still be eligible for future replacement warranty

If hardware problem: SC will replace handset

Customer go to his convenient authorized Service Center with –  
1. Phone  
2. Warranty Card  
3. Purchase Invoice  
4. Box with full accessories

If handset passes all warranty parameters, Service Center will check issues in two measurements –  
1. Software  
2. Hardware

Customer will receive new replaced handset from Service Center

- Non-warranty/illegal handsets & unauthorized repair/ physical or fire or water damage sign will not be accepted for replacement
- Software related problem
- Any sort of accessories problem
- C & A sticker is not available
- Fail to reach Service Centre before 101 days. (Including Holidays)
- Fail to bring Box containing all accessories
- Fail to submit purchase copy and warranty card while claiming Replacement Warranty

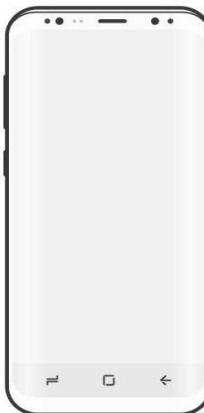
**Campaign Duration :: Launching Date ~ Until further notice**

## সাধারণ জিজ্ঞাসা ও উত্তর

	প্রশ্ন সমূহ	উত্তর সমূহ
# ১	অফারটি কোন কোন হ্যান্ডসেটের জন্য প্রযোজ্য?	অফারটি Samsung এর A03 Core এর জন্য প্রযোজ্য।
# ২	ক্রেতা কি সফটওয়্যার সমস্যার জন্য তাঁর হ্যান্ডসেটটি replace পাবেন?	সকল প্রকার সফটওয়্যার সমস্যার জন্য service center হ্যান্ডসেটটি replace না করে সফটওয়্যার আপডেট করে ক্রেতাকে ফেরত দিবেন। এক্ষেত্রে হ্যান্ডসেটটির replace warranty বিদ্যমান থাকবে।
# ৩	ক্রেতা কি হার্ডওয়্যার সমস্যার জন্য তাঁর হ্যান্ডসেটটি replace পাবেন?	হ্যাঁ, হার্ডওয়্যার সমস্যার জন্য ক্রেতা তাঁর হ্যান্ডসেটটি replace পাবেন।
# ৮	কোন কোন ক্ষেত্রে <b>Replacement Warranty</b> " প্রযোজ্য হবে না?	১। সফটওয়্যার জনিত সমস্যা। ২। ক্রেতা ১০১ দিনের পর Service Center এ হ্যান্ডসেটটি নিয়ে আসলে। ৩। নন-ওয়ারেন্টি, রিপেয়ার, পানি-আগ্ন-বাহ্যিক কারণে ক্ষতিগ্রস্ত হ্যান্ডসেটের ক্ষেত্রে উপরোক্ত অফারটি প্রযোজ্য হবে না। ৪। বক্সের সকল Accessories না থাকলে, বক্সে C & A Sticker না থাকলে, Accessories ত্রুটি থাকলে, Invoice কপি এবং Warranty কার্ড না থাকলে।
# ৫	<b>Replaced Handset</b> কি সাধারণ ওয়ারেন্টি পাবে?	হ্যাঁ, ক্রেতা <b>Replacement Warranty</b> " পাওয়ার পর পুনরায় ১ বছরের সাধারণ ওয়ারেন্টি পাবেন যা শুরু হবে Replaced হ্যান্ডসেট অ্যাক্টিভ হওয়ার পর থেকে।
# ৬	<b>Replaced</b> " প্রোডাক্টটি কি ১০১ দিনের <b>Warranty</b> পাবে?	না। শুধুমাত্র ১ বছরের সাধারণ ওয়ারেন্টি পাবেন।
# ৭	DAP/ DOA ওয়ারেন্টি এর ক্ষেত্রেও কি হ্যান্ডসেট replace এর জন্য Samsung Service Center এ যেতে হবে?	না। DAP/ DOA ওয়ারেন্টি সময়সীমার মধ্যে হলে কাস্টমার ক্রয়কৃত দোকান থেকে Regular Policy অনুযায়ী তাঁর হ্যান্ডসেটটি Replace করবেন।

Offer	Modality
<ul style="list-style-type: none"> <li>Exchange Bonus BDT 10,000 for Selected Models <b>[ S22 Ultra, S22+, Z Fold 3 &amp; Z Flip 3 ]</b></li> </ul>	<ul style="list-style-type: none"> <li>This BDT 10,000 Bonus will be applicable on Approved Selected handsets</li> </ul>

## 10,000 Taka Exchange Bonus



### Note:

- Customer's device exchange value can't exceed Net Payable Amount (Final amount paid after all offers + additional exchange value 10k on selected models)
- Models outside the selected model list will be eligible for regular exchange value, no Bonus amount will be awarded .
- Exchange price verification will be done after in store inspection from the concern person. SAMSUNG Exchange Partner '**SWAP**' holds the sole authority of exchange pricing & evaluation rights.
- For Exchange Bonus (Extra Exchange Money), exchange value of the exchanged device must be 10K or above.
- For Old Handset exchange customers must to bring old handset Box (Handset IMEI need to be matched with IMEI sticker on the box)
- If any exchanged product is rejected then Exchange Bonus (If applicable) will be cancelled and no other handset will be exchanged for that particular product
- Exchange information and physical received products documents and information need to be similar for Exchange Bonus
- Campaign Timeline: 01<sup>st</sup> August – 31<sup>st</sup> August'22**

Type	 GP grameenphone	 Robi   airtel Robi/Airtel	 Banglalink
<b>Tagging Offer</b>	9GB + 100MB Internet, Validity 7days on first time tagging	<p><b>Offer 1: 4G Device</b>            Total 20GB (14GB Any + 6GB Binge)            First month 4GB (3GB Any + 1GB Binge)</p> <p><b>Offer 2: 5G Device</b>            Total 26GB (14GB Any + 12GB Binge)            First month 4GB (3GB Any + 1GB Binge)</p>	15GB / 12months + 48p Rate Cutter for 1 <sup>st</sup> month (48p RC - 7D/month), Opt-in every month
<b>Purchase/Recurring Offer</b>	Purchase 7GB + 100MB at 129TK, Validity 7days with 50% Bonus (3.5GB), Every once for 3 months  After tagging, Dial *121*1262# or Purchase from MyGP App	After first month & for next each month,  <b>4G:</b> 1GB Regular (11 Months) + 1GB Binge (5 Months)  <b>5G:</b> 1GB Regular (11 Months) + 1GB Binge (11 Months)	TK 477 - 12 GB for 1yr (1 GB/month - 12 times)  TK 946 - 36 GB - 1yr (3 GB/month - 12 times)
<b>Duration</b>	31 <sup>st</sup> May'22 to Until further notice	22 <sup>nd</sup> Jun'22 to Until Further Notice	Until further notice
<b>Remarks</b>	Campaign is model specific from each Operators		

Model	Customer Offer Details
<b>Any Samsung 4G Smartphones</b>	<p><b>Tagging Offer:</b></p> <ul style="list-style-type: none"><li>▪ 9GB+100MB Internet, validity 7days on first time tagging</li></ul> <p><b>Purchase Offer:</b></p> <ul style="list-style-type: none"><li>▪ Purchase 7GB+100MB at 129TK, validity 7days with 50% Bonus 3.5GB, validity 7days, every day once for 3 months</li><li>▪ After tagging Dial *121*1262# or purchase from MyGP App</li></ul>

**Terms & Conditions**

- Bundle offers are model specific
- All new and existing prepaid and postpaid products are eligible for the campaign
- This offers are not applicable for Skitto customers
- On first time tagging Free internet restart the handset after inserting the active GP number
- On first time tagging Free internet restart the handset after inserting the active GP number
- To purchase data pack with bonus Dial USSD or purchase from MyGP [<https://mygp.li/dc>]
- To check the customer offer eligibility, Type "IMEI XXXXXXXXXXXXXXXX [15digit device IMEI]" and send to 25050
- Customer will get a confirmation SMS for valid tagging and offer purchase
- To use 4G, customer needs to have a 4G enabled SIM card and a 4G handset under 4G coverage area
- Bonus balance check. Prepaid and postpaid customers can check bonus & purchased internet balance by dialing \*121\*1\*2#
- After expiration (Volume or Validity) of every internet pack maximum PayGo charge will be 6.0875 Taka (inclusive VAT, SD & SC)
- All the terms and conditions of internet packs will also be applicable here
- To Cancel your Internet Offer, dial \*121\*3041#
- In case of inactive SIM Cards or new SIM, please activate the number and then insert the activated number in the newly purchased handset for valid tagging
- For multiple tagging by same user, first valid tagging will be considered, and campaign benefit will be applicable
- Only valid and eligible device IMEI will enjoy the bundle offer
- The offer is only applicable for Device Vendor/Authorized Distributer verified handsets. If any dispute arises regarding the handset authenticity, Device Vendor/Authorized Distributer will be liable entity
- To get the after self-service, customer have to go to the respective device's service center
- This bundle offers are for limited time period, for details customers can visit: <https://www.grameenphone.com/>

Campaign Offer	4G Device Campaign		5G Device Campaign	
Total offer>>	20 GB (14 GB Any + 6 GB Binge)		26 GB (14 GB Any + 12 GB Binge)	
Tagging Offer	3 GB Regular (on 1 <sup>st</sup> Month) Validity: 7 Days	1 GB Binge (on 1 <sup>st</sup> Month) Validity: 7 Days	3 GB Regular (on 1 <sup>st</sup> Month) Validity: 7 Days	1 GB Binge (on 1 <sup>st</sup> Month) Validity: 7 Days
Recurring >>	1 GB for each Month (11 Months)	1 GB for each Month (5 Months)	1 GB for each Month (11 Months)	1 GB for each Month (11 Months)

\*\*\*Binge Subscription Free for first 3 months for 4G/5G Device Campaign

Campaign Duration :: 22<sup>nd</sup> June'22 to Until further notice

## Terms & Conditions ::

- Customer will come with his/her 4G/5G Handset first time in Robi-Airtel network
- Customer has to be at any slot into his mobile to enjoy this offer
- For both 4G/5G handset at the first month customer will enjoy 4GB data (3GB regular use + 1GB Binge) with 7 days validity
- **For 4G handset**, from second month till 12 months customers will enjoy total 16 GB data
- Next 11 months breakdown – total 2 GB per month for next 5 months (1GB regular use + 1GB binge) and 1GB regular use after next months till 12 months so for next 6 months
- **For 5G handset**, from second month till 12 months customers will enjoy total 22 GB data
- Next 11 months breakdown - 1GB regular use + 1GB binge
- All Existing & New Robi/Airtel **Pre-paid Mas, postpaid & SME** (*Except PCO & easy load*) subscribers are eligible for this offer
- After purchasing specific handset, customer will generate a successful voice call to any valid Mobile No or Dial USSD Code \*21291\*21# to register and get Free Bonus. The customer must have minimum balance in the main account to make a valid call.
- Bonus will be disbursed within 24 hrs from tagging
- If any subscriber in-active for more than 180 days will get the offer after 24 Hrs from 1st tagging. To get the bonus subscriber have to make another call after 24 hrs from activation tagging with the handset
- We will consider the Mobile no and IMEI upon first tagging
- Multiple Mobile no & IMEI tagging will not be considered
- To check internet: \*8444\*88# or \*3#

## **Notes:**

- Unused bonus data will not carry forward
- Package wise all other tariffs/benefits will remain unchanged.
- Robi, Airtel & Samsung reserve the right to finalize the eligibility
- **Bonus packs can be used only in newly purchased Samsung smartphone.**

Model	Tagging Offer	Pack Purchase Bundle Offer
All SMP & Tab <small>* A03 is not applicable</small>	<p>15GB / 12months + 48p Rate Cutter for 1<sup>st</sup> month (48p RC - 7D/month), Opt-in every month</p> <p><b>First month:</b> 4GB-7D/month (3GB generic + 1GB_Toffee) + 48p RC for 7D</p> <p><b>Second month onwards:</b> 1GB-7d / month (0.5GB generic + 0.5GB_Toffee)</p>	<p><b>1) TK 477</b> - 12 GB - 1yr (1 GB/month - 12 times)</p> <p><b>2) TK 946</b> - 36 GB - 1yr (3 GB/month - 12 times)</p> <p>* Upon as per mentioned amount recharge offer will activate</p>

**Terms & Conditions:**

- Bonus offers are applicable for All prepaid and CnC subscribers.
- For the eligible handset, Banglalink SIM needs to be in SIM slot 1, and to avail the free internet offer, dial \*5000\*521#. This will activate 4GB-7D/month (3GB generic + 1GB\_Toffee) + 48p RC for 7D for first month.
- For availing rest 11 months offer, subscribers need to dial \*5000\*523# each of the months with the same handset and MSISDN. This will activate 1GB-7d / month (0.5GB generic + 0.5GB\_Toffee) for 2nd to 11th month.
- Based on eligibility, bonus will be activated within maximum 48 hours.
- If the subscriber is currently in any device campaign and wants to go to a new campaign, Subscriber has to wait until the previous campaign gets expired.
- To check remaining pack balance, dial \*5000\*500#.
- These handsets can be used with another operator's SIM.
- Subscribers need to be within 4G coverage areas to enjoy the 4G speed, and 3G coverage areas to enjoy the 3G speed.
- If a customer is out of 4G/3G Coverage, he/she will be able to enjoy 2G speed.
- After consuming pack volume or expiry, user will be charged at Pay-As-You-Go rate of TK.1(+Tax)/MB [10KB pulse]. After using of Tk. 6.09 (equivalent to 5MB), Pay-As-You-Go internet usage will be blocked until new pack purchased.

**FAQ's:****a. When customer will get 15 GB free data & 48 paisa per min and what will be the validity?**

- Customer will get 15 GB data in 12 months. 4 GB (3GB+1GB Toffee with 48 paisa per min) in first month and rest 11 GB in next 11 months (each month 512mb + 512mb Toffee) with 7 days' validity.

**b. How will customer activate the offer?**

- Customer has to dial #5000\*521# from eligible 4G Handset.

**c. What offer customer will get along with 15GB data offer?**

- Customer will get 48 paisa/min call rate in first month for first 7 days in all operators along with yearlong 15 GB data.

**d. Which short code needs to dial from handset to get the free data?**

- Customers need to dial \*5000\*521# for offer activation and \*5000\*523# each time for next 11 months.

**e. How many times customer needs to dial short code to get the free data?**

- Customers need to dial short code 12 times in 12 months to get the data.

**f. After activating offer if customer forgets to dial \*5000\*523# in 2nd month, then which month free data will customer get after dialing \*5000\*523# again?**

- Customer will get free data of respecting calendar days (month is calculated from offer activation date)

**g. Can customer avail new device offer (if customer purchase another new device) in same SIM before ending previous device offer?**

- Before ending previous device offer in existing SIM, customer will not eligible for next device offer.

**h. How many times device offer can be availed in a 4G handset?**

- One 4G handset can avail device offer only for once.

**i. Can customer avail 477 & 946 bundle offer in one month together?**

- Yes, in that case 477 tk. Benefits will be forfeited with 946 (vice versa)

**j. How many times customer can avail 477 & 946 bundle offer in 12 months?**

- Unlimited time but every time re-purchase will be considered & earlier pack benefit to be forfeited.

**k. If customer changes handset, can avail 477 & 946 bundle offer?**

- Yes, but will not be eligible for free internet offer.

**l. Is postpaid eligible for device offer?**

- No postpaid is not eligible. Only prepaid & C&C is eligible for this offer.

**m. Can customer avail 477 & 946 bundle offer without dialing \*5000\*521#?**

- No, Customer needs to dial first \*5000\*521# and after getting device offer then s/he can avail 477 & 946 bundle offer.

**n. Do customers have to dial any code every month for getting rest of the 11 months benefit for purchase pack 477 & 946 taka?**

- No. No need to dial the code.

### Modality ::

Customer can exchange his/her old phone (selected Models & Brand) from selected Samsung Retails and will purchase Samsung hand set.

- **Eligible Brand and Model for Purchase ::** All Samsung Galaxy Smartphones
- **Channel ::** Selected Samsung Retails

### Condition ::

- Customers should have valid proof of being the owner of the phone.
- Phones should not be broken or damaged or with existing internal issue
- Phones should not be repaired.
- Customer can exchange a phone with such valuation which not be higher than the phone purchased.
- Customer should provide NID copy and follow instruction to provide all details in purchase form.
- Payable amount for the purchased handset will be equal or more than 20,000/- for availing EMI facilities.
- EMI tenure will be applicable as per model wise EMI tenure.
- If not found Exchanged product is good condition and as per evaluation then Exchanged Product will be returned to Retail and no Exchanged value amount will pay by Excel to Retailer.

এক্সচেঞ্জ করলেই লাইফ চেঞ্জ

যেকোনো প্রাইভেট হ্যান্ডসেট এক্সচেঞ্জ করে নাও  
নতুন স্যামসাং স্মার্টফোন



**Campaign Duration :: To be continued till further notice**

**Handset Checking ::**

- SEC have to submit exchange confirmation when exchange is done in the mentioned format.
- SEC have to announce exchange confirmation in the given format on the day of exchange & Samsung office will record the information.
- If SEC doesn't provide the exchange confirmation on the same day then SEC will be liable for that handset & Samsung will not take liability for the exchanged device

**Documentation ::**

- Exchange Product (With Proper Documents) should receive in Excel head office within 7 days of Product exchange
- If Any particular retail fail to send product within 7 days, then Excel telecom will not take any responsibility

**Successful Exchange info format**

Date	:
Old phone IMEI	:
Old phone model	
Available accessories	: Box, Earphone, Data Cable, Adapter
New Phone IMEI	:
New Phone model	:
Given Discount	:
Total Discount	:
Livewire evaluator	:
IMSL SEC ID	:
IMSL SEC Name	:
DMS CODE	:
RT Name	:
ND	:

## Top Sheet

Retail Name: .....  
 DMS Code: .....  
 Sell ID: .....

SAMSUNG



Date: ..... / ..... / .....

I am Mr/Mrs .....

Father's Name: ..... Address: .....

Telephone No: ..... Mobile No: .....

Exchange Info (Old Phone)	
Brand:	
Model:	
Old Phone IMEI:	

Exchange Info (New Phone)	
Brand:	
Model:	
New Phone IMEI:	

Given Discount:

Exchange Price: ..... + Samsung Offer: ..... = Grand Total: ..... Taka

\*\*Enclosure: Photocopy of ID Card

Retailer Seal &amp; Signature

Customer Finger Print / Customer Signature

SWAP Seal &amp; Signature

N.B: If SWAP face any legal problems on provided sold old mobile set (s) then seller be sole responsible for legal issues & bound to return provided total given discount amount to SWAP

## Handset Condition Detection

SAMSUNG LIVewire

## Handset Condition Declaration Form

Handset Name:  
 Handset IMEI:

- Checkpoints
- 1 Screen
  - 2 Touch
  - 3 Camera
  - 4 Charging
  - 5 Battery
  - 6 Sound
  - 7 Vibration
  - 8 Earpiece
  - 9 Mouthpiece
  - 10 Network
  - 11 ID remove (If logged In)
  - 12 Flash Light
  - 13 Sensor
  - 14 Rotation
  - 15 WiFi connection
  - 16 Overall phone condition (outlook)
  - 17 Dent in Phone
  - 18 Scratch in Phone

Checkpoint Status	Remarks
<input type="checkbox"/> Ok	Not Ok
<input type="checkbox"/> Yes	No
<input type="checkbox"/> Yes	No

Declaration: I hereby declaring that, I have checked the handset properly & declared the handset condition status as above. If any of the above stated information is wrong & the exchanged handset fails in QC parameter than I will be liable for the exchanged Device. For the QC failed handsets Samsung will not take any liability & nor will provide any promo support for exchange.

Signed By:

SEC Name &amp; Signature

SEC ID

Retail Name &amp; Retailer Sign

DMS Code



## Tracking Sheet

Retail Name:  
 Retail DMS Code:  
 Retail Address:  
 Retail Contact:

Sl. No.	Date	SEC ID	SEC Contact	Exchanged Device (Old Device)				Samsung Device (New Device)		
				Brand & Model	Old Phone IMEI	Discount (LiveWire)	Add. Discount (SAMSUNG /ND)	Total Discount	Model	New Phone IMEI
1										
2										
3										
4										
5										
6										
7										
8										
9										
10										
11										
12										
13										
14										
15										

Signed By:

SEC Name &amp; Sign

Retailer Name &amp; Sign

FOE/POM Name &amp; Sign

TM Name &amp; Sign



Foxit Reader PDF  
Document



# SWAP



## Handset Exchange Through SWAP

**SWAP ::** 

**SWAP is a used handset resale price evaluation platform .**

**A Customer can evaluate any handset price by giving accurate information of the device.**

- Any Customer can exchange his/her old phone (selected Models & Brand ) from selected Samsung Retails and will purchase Samsung handset.**

**SWAP**

Livewire BD Ltd. Shopping

3+

ⓘ This app is compatible with all of your devices.

**For Customer Evaluation****SWAP Manager**

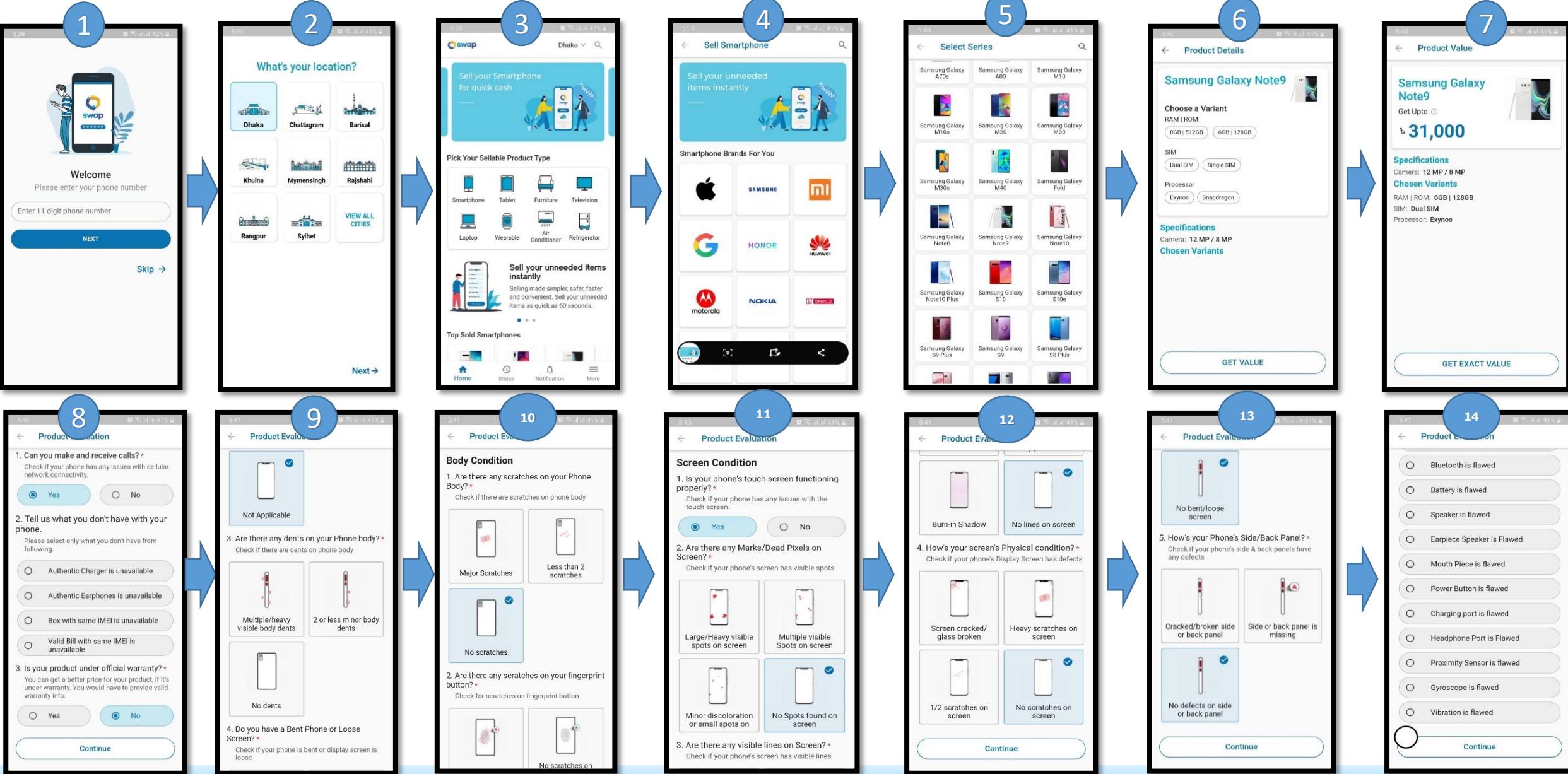
Livewire BD Ltd. Shopping

3+

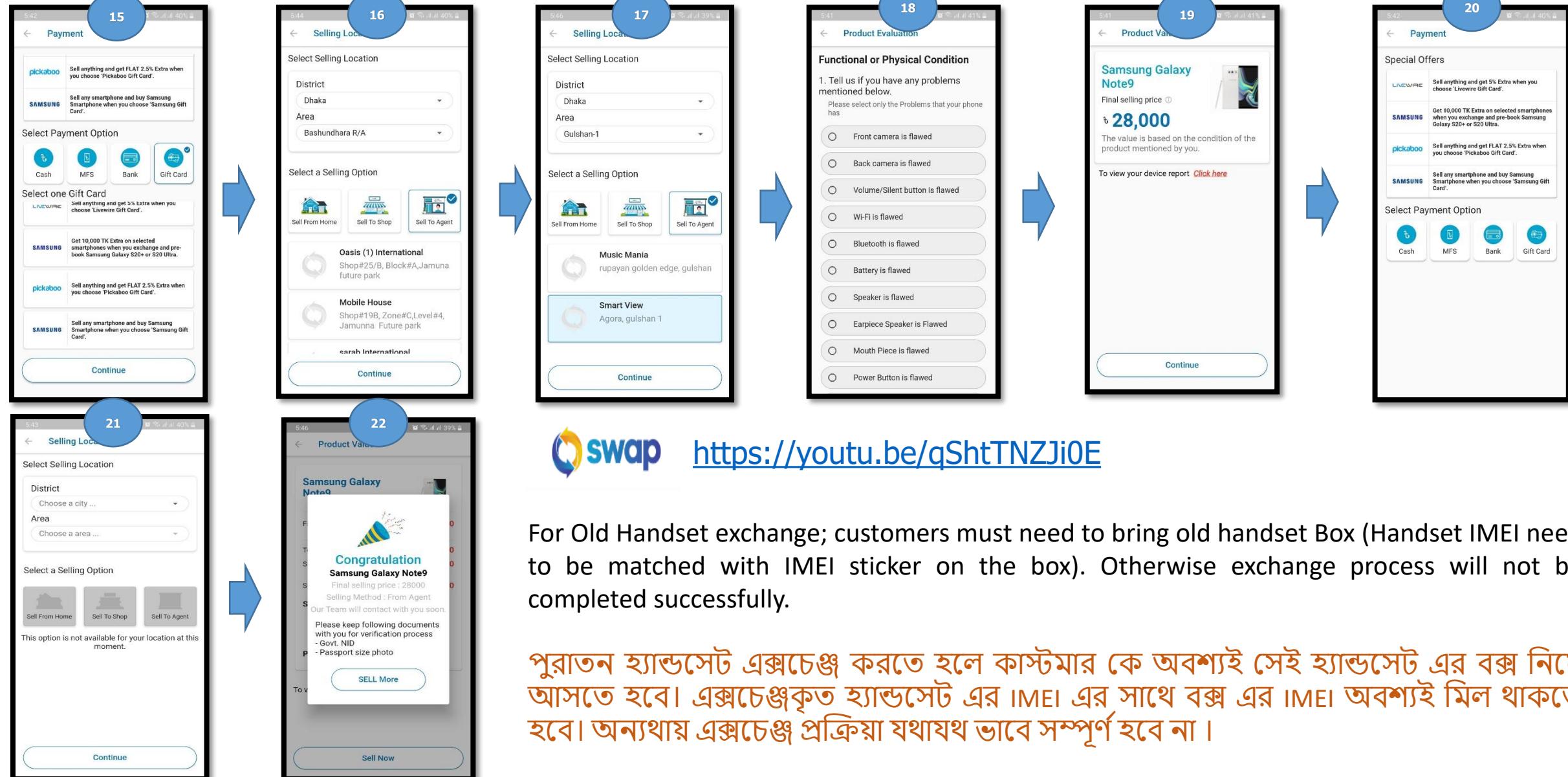
ⓘ This app is compatible with all of your devices.

**For Retail/SEC Evaluation**

## Customer (SWAP) Journey:



## Customer (SWAP) Journey:

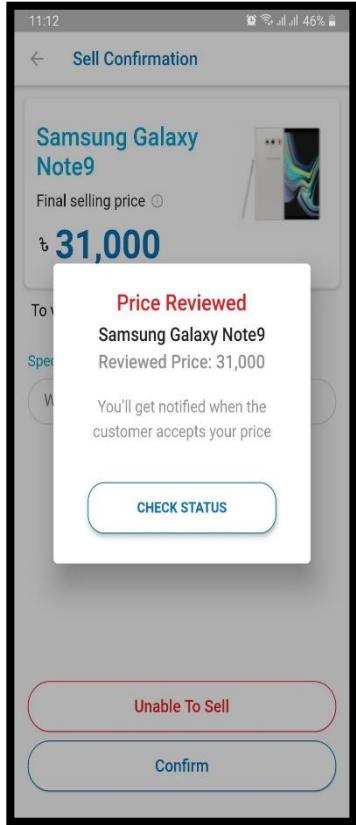


## □ SEC (SWAP Manager) Journey:



## □ SEC (SWAP Manager) Journey:

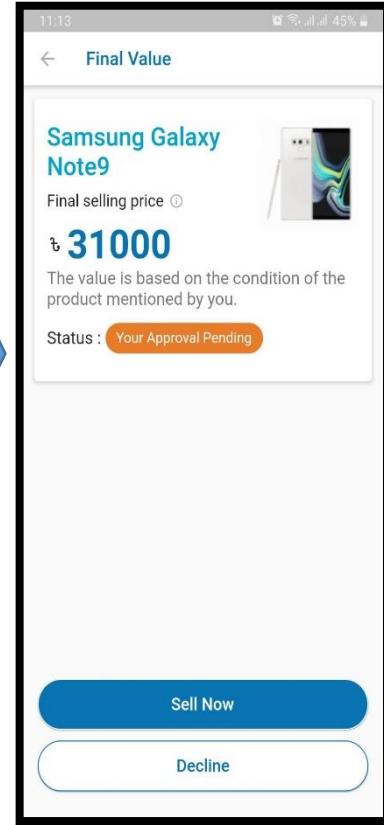
15



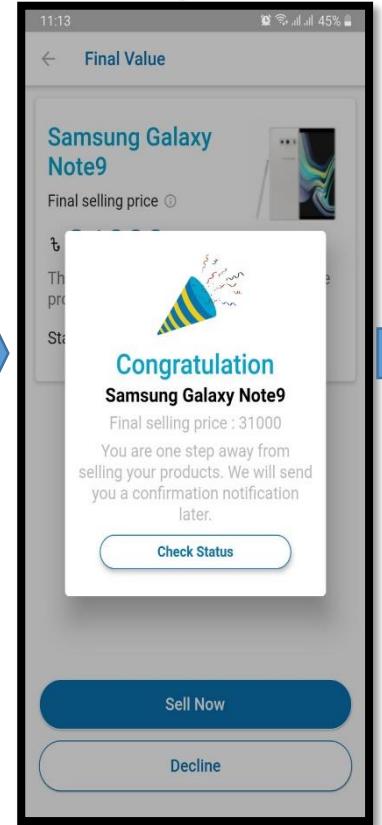
16



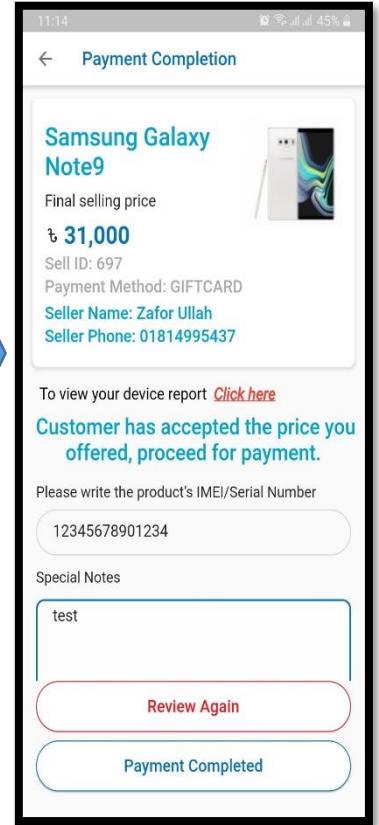
17



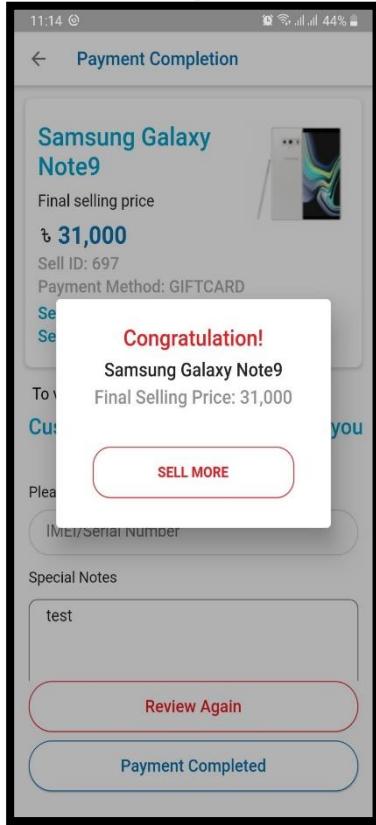
18



19



20



<https://youtu.be/vBjHkmVpcNw>

- ❖ For training & understanding please go through the below link:

**Customer (SWAP) Journey:**

<https://youtu.be/qShtTNZJi0E>

**SEC (SWAP Manager) Journey: (How to close Sales)**

<https://youtu.be/vBjHkmVpcNw>

**SWAP links :**

Web link [http://bit.ly/swap\\_bd](http://bit.ly/swap_bd) (For customer evaluation)

App link in play store [http://bit.ly/swap\\_app](http://bit.ly/swap_app) (For customer evaluation)

**SWAP Manager App link:**

[http://bit.ly/swap\\_manager](http://bit.ly/swap_manager) (SEC/Agent/Partner must download for closing sales)

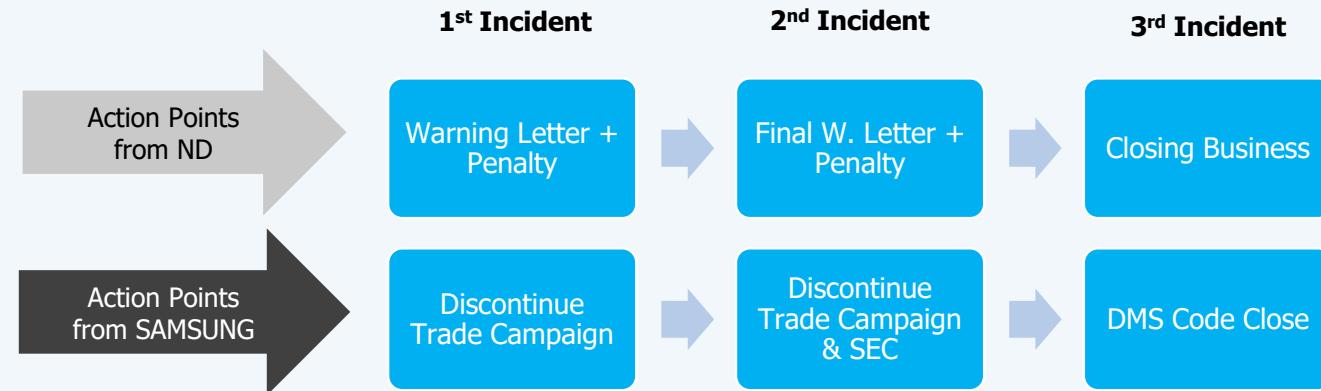
**SWAP Manager ID & Password :**

**ID: Retail DMS code**

**Password: 123456**



## ■ Penalty Mechanism [For both Selling & Purchased RTs]



## ■ Penalty Amount

Incident(s)	Product Range (Bar/Smart)	Penalty Amount/Unit (BDT.)	
		Selling RT	Purchased RT [Only SEC RTs]
RD/BS/RD-RT → RD/BS/RD-RT	Below 20K	5,000	2,000
	20K+	10,000	3,000
Online	All	Online Partners will purchase products on MRP+500 Tk. value from ND	

- Within 10 days RD/BS need to confirm the payment of penalty amount to ND and purchased infiltrate Product from ND by RRP+10% price
- If not confirm within 10 days automatically adjust that amount in BS/RD ledger
- EOL Models will be excluded from this guideline
- Activated/ Security Seal Broken Products will be under this guideline [Considering necessary accessories in good condition in box]

## RD Billing Channel (SEC RT) – Incentive

Campaign	Eligibility	Incentive	Conditions
Galaxy Everyday	6 days of at least 1 Samsung SMP S/O into the first week (01-07 Aug'22)	BDT 1,500	<ul style="list-style-type: none"><li>▪ RD Billing SEC Retails are eligible except RD BS</li><li>▪ Min 1 pcs SMP S/O in any 6 days of the first week of August</li><li>▪ S/O Checking and Calculation Parameter: DMS-MCS-FOTA/IMEI Activation</li><li>▪ Any member violating the price hygiene or channel infiltration guideline will be discarded from the campaign</li><li>▪ Wholesale Activity is strictly prohibited. If found then will be discarded from all campaign and penalty will impose</li><li>▪ Samsung has rights to change/revise/stop the campaign</li></ul>

## RD Billing Channel (All RT)-Sure Shot Incentive Modality

## Tier Based Sure Shot Incentive

Models	Slab		Conditions
	3 Pcs ~ 12 Pcs	13 Pcs & above	
A03 Core (Both)	200	300	<ul style="list-style-type: none"> <li>▪ All RD Billing Retails are eligible</li> <li>▪ Slab will be decided based on Total SMP Sold out Volume</li> <li>▪ S/O Checking and Calculation Parameter: DMS-MCS-FOTA/IMEI Activation</li> <li>▪ Any partner violating the price hygiene or channel infiltration guideline will be discarded from the campaign</li> <li>▪ Wholesale Activity is strictly prohibited. If found then will be discarded from all campaign and penalty will impose</li> <li>▪ Samsung has rights to change/revise/stop the campaign</li> </ul>
A03 (Both)	250	300	
A03s	300	400	
A13 (4/64 GB)	400	500	
A13 (6/128 GB)	500	600	
F23	400	600	

## RD Sales Officer (Non SEC RT) – Incentive

Campaign	Eligibility	Incentive	Conditions
<b>Galaxy Weekly</b>	<p>At least 1 pcs SMP S/O from  <b>30% Non SEC RT</b>  Under that RD into the first week  (01-07 Aug'22)</p>	<p>Per RD Sales Officers of  Eligible RD will get BDT 1,000</p>	<ul style="list-style-type: none"> <li>▪ <b>30% of that RD Billing Non SEC Retails must have to sell minimum 1 pcs SMP</b></li> <li>▪ S/O Checking and Calculation Parameter: DMS-MCS-FOTA/IMEI Activation</li> <li>▪ Any member violating the price hygiene or channel infiltration guideline will be discarded from the campaign</li> <li>▪ Wholesale Activity is strictly prohibited. If found then will be discarded from all campaign and penalty will impose</li> <li>▪ Samsung has rights to change/revise/stop the campaign</li> </ul>

## RD Sales Officer – Incentive

Model	Eligibility	Incentive	Conditions
A03 Core (Both)			<ul style="list-style-type: none"> <li>▪ Individual Model wise 100% RD S/O Vol TGT ACH RD will be eligible</li> </ul>
A03 (Both)			<ul style="list-style-type: none"> <li>▪ S/O Checking and Calculation Parameter: DMS-MCS-FOTA/IMEI Activation</li> </ul>
A03s	Individual Model wise 100% RD <b>Sellout Volume</b> Target ACH of that RD	3,000 TK per Sales Officer of that RD	<ul style="list-style-type: none"> <li>▪ Any member violating the price hygiene or channel infiltration guideline will be discarded from the campaign</li> <li>▪ Wholesale Activity is strictly prohibited. If found then will be discarded from all campaign and penalty will impose</li> <li>▪ Samsung has rights to change/revise/stop the campaign</li> </ul>
A13 (Both)			

FACTS	MARGIN %	CRITERIA/CONDITION
Front Margin	2.40% [on Lifting value]	<ul style="list-style-type: none"> <li>▪ Direct on Invoice</li> <li>▪ It may vary model to model</li> </ul>

\* Condition Applied

FACTS	MARGIN		CONDITION
	100% ACH	120% ACH	
Back Margin	Sell-In Target ACH	0.50% [on Lifting value]	<ul style="list-style-type: none"> <li>▪ Sell In &amp; Sell Out KPI will be Trigger upon 80% ACH &amp; Pro-rata basis (Max 100%)</li> <li>▪ Tab A (2019) Margin is not eligible but ACH will be counted</li> <li>▪ Credit needs to be "zero" by 31<sup>st</sup> August22</li> </ul>
	Sell-Out Target ACH	0.25% [on Lifting value]	<ul style="list-style-type: none"> <li>▪ Non Conditional</li> </ul>
	TDS	0.25% [on Lifting value]	

FACTS	MARGIN %	CRITERIA/CONDITION
Cash Biz Margin	0.50% [on Lifting value]	<ul style="list-style-type: none"> <li>▪ Tab A (2019) Cash Margin are not eligible</li> <li>▪ Primary Target must be achieved min 80%</li> <li>▪ Eligibility as per pro-rata basis on ACH percentage (Max 100%)</li> </ul>

Duration :: 1<sup>st</sup> August ~ 31<sup>st</sup> August'22

Thank  
you!!