

Service Concept

Robi Apps Club

FREQUENTLY ASKED QUESTIONS

1. What is the advantage of the Robi Apps Club service?

A. You get these unique advantages:

- Unlimited app downloads
- Access to an extensive catalog of high quality games and apps
- The service only costs Tk 2.00 (+VAT+SD+SC)/Day for auto-renewal and Tk 4.00 (+VAT+SD+SC)/Day for one-time, making it extremely affordable.

2. How can I activate the Robi Apps Club service?

A. Just visit <http://robiappzone.opera.com> and select an app with a plus symbol (+) next to the price. A page explaining service conditions will display. Click "Subscribe".

3. How frequently are games and apps in the catalog updated?

A. Apps and games in the Featured category are updated every Wednesday. Our content managers manually select the best for you.

3. Can I download apps via Wi-Fi?

A. Yes, you can. This allows you to download apps fast. First, go to <http://robi.appsclub.com.bd> and connect to the internet via Robi and activate your subscription. Then switch to Wi-Fi and log on to <http://robi.appsclub.com.bd> again using the same mobile browser. From then on, whenever you switch to Wi-Fi, your subscription can be identified so you can download apps.

5. How do I pay for the service?

A. Your mobile account is charged Tk 2.00 (+VAT+SD+SC)/Day for auto-renewal and Tk 4.00 (+VAT+SD+SC) per day for one-time. Upon each successful transaction, you are given access to the service for one day.

6. What does the button marked "[price & currency +]" next to an app mean?

A. The plus symbol (+) indicates a premium app that can only be downloaded when the Robi Apps Club service is activated.

7. How can I disable the service?

A. There are two ways:

- Send an SMS with the text "STOP AZ" or STOP AZN1 to 21208
- Go to <http://robi.appsclub.com.bd> and click "Account" at the bottom of the page. Click "Unsubscribe".

8. Can I use the service from a PC or laptop?

A. No, the service is designed for mobile devices only. To download apps, visit <http://robi.appsclub.com.bd> from a mobile phone, smartphone or tablet.

9. I have an iPhone/iPad. Can I use the service and download apps?

A. No, this service is not available for devices on the iOS operating system. You need to use the official App Store to download apps on your device.

10. I have a Windows Phone (e.g. Nokia, Lumia). Can I download apps?

A. No, this service is not available for devices on the Windows Phone operating system. You need to use the official store to download apps on your device.

11. Which platforms are supported for this service?

A. Android, Symbian, Java, bada, Blackberry

12. I have an Android phone but I can't download an app. What do I do?

A. To download an app on Android devices, you need to adjust the settings to allow installation of apps from different sources. Go to "Settings" and from the menu, select "Applications". From the menu, select "Unknown sources".

13. Don't find the answer here, what should I do?

- A. Please contact with the respective service partner through email / call -
- Email to support@opera.com
 - Call to 21208 for talking with agent (BDT 0.50 without SD+VAT+SC for per minute with 10 second pulse facility).