

FAQ's

1. Which vouchers can Contract customers use:

Any of the MTC recharge vouchers and virtual vouchers (printed receipts) currently used by MTC PrePaid customers

2. Can you recharge via Banking, from the Vending Machines and MTC App:

No. Currently on the banking and vending platforms customers can do pre-payments.

3. Will PostPaid/Contract Customers be charged VAT on the vouchers like PrePaid:

Yes 15% VAT is applicable

4. Will the recharge info be showing on the monthly invoice:

Only the recharge amount and VAT will be presented on the customer's monthly invoice, the usage from the recharge wallet will not be displayed. If the customer wants to see his/her usage, he/she will have to follow the same procedure as PrePaid customers does to get an adhoc call record report.

5. How will the Contract customers recharge, eg is the codes the same as for PrePaid Customers:

Yes, customers will be able to recharge via *132* Recharge Code#, SMS to 132, IVR call to 132 or *682# and follow instructions.

6. Can Contract Customers also buy Aweh and other PrePaid products with the recharge money:

No, Contract customers can only buy products eg bundles related to PostPaid/Contract Services eg Data bundles, Turboboost bundles, International voice bundles etc. Aweh Vouchers will also not work for Contract Customers, they will get an error message when trying to recharge with these vouchers.

7. Can Contract customers use recharges to pay their MTC accounts:

No, recharge money cannot be used for anything else than for normal usage and buying bundles.

8. Will the money in the recharge wallet expire at any time:

No the money will not expire and will remain there until the customer depletes it or if the customer deactivates the account or specific number.

9. Will Contract customers receive the free SMS's upon recharge as PrePaid does:

Yes

10. Can Contract customers use the recharge money to roam with:

No, Roaming will not be allowed from the recharge money, customers will have to ensure that they have sufficient credit in their MUL or make a prepayment for roaming.

11. If MTC runs a recharge campaign will Contract customers also benefit:

Yes, any recharge promotion will now also apply to Contract customers who recharges.

12. Can Contract customers also transfer money via 137:

Yes, any Contract customers can now transfer and receive money via money transfer (137) from their recharge money, but not from their credit limits or pre-payments. They can now send money from a PrePaid to PostPaid, PostPaid to PostPaid, PostPaid to PrePaid etc.

13. If a customer is suspended for any reason, can he use his recharge money:

No, customer will not be able to use anything as his services is suspended.

14. When will the recharge money be used: The recharge money will have last usage priority after any other credit has been depleted eg:

- a. Free Minutes, SMS's and Data will be used 1st,
- b. Any bundles purchased will be used next,
- c. Then monthly usage limit will be depleted,
- d. After that any monthly usage limit extension or pre-payment that the customer has made will be utilised,
- e. Then only the recharge money will be used

make the connection

