

Tango

Terms and Conditions

The Tango Handset Starter Pack, the 'Tango SIM Starter Pack and the 'Tango Recharge Voucher' together with any services or facilities required and provided for the use thereof (collectively and individually hereinafter referred to as "Tango Products") are sold on the following terms and conditions.

1. Tango Products shall be used strictly in accordance with the User Instructions and Guidelines provided with the relevant Tango Product or subsequently notified to purchasers or users, as the case may be, by Mobile Telecommunications Limited (MTC) in readable format on the display screen on a Tango Handset.
2. Tango Products are purchased and used at the sole risk of any purchaser or user, as the case may be, who shall have no claim of whatsoever nature and from whatever cause arising from or in connection with the use thereof, and more specifically also not against the seller or MTC. No guarantees, warranties or representations, express or implied, regarding the condition, merchantability or fitness or Tango Products for any particular use or purpose are made.
3. i. A Tango Starter pack/tango account is valid or in active status for 90 days subject to one chargeable event.
ii. In the case of no chargeable event the account will move into expiry status for 30 days. During the 30 day grace period customer can recharge to move back to active status.
iii. If no recharge happens customer will move to cut off status for 60 days. In this status customer should visit any MTC Mobilehome/Dealer to reactivate the account.
iv. After the 60 days customer will move into Deactivated status for 180 days. In this status customer should visit any MTC Mobilehome/Dealer to reactivate the account.
v. After 180 days customer will not be able to reconnect the account.
4. As regards Tango Recharge Vouchers, including any 'free airtime' sold with certain Tango Products ("Vouchers"), it is recorded that:
 - i. Vouchers are valid only for the Validity Period specified on such voucher ("the Validity Period") and from the recharge date; any credit remaining at the end of the Validity Period shall be lost, unless another Voucher is used and the account credited prior to the expiration of the Validity Period; in such event, the remaining credit will be retained and may be used during the Validity Period available under the subsequent Voucher.
 - ii. The terms and conditions pertaining to the use of the Vouchers, including any services or facilities provided in connection with such Voucher may at any time be changed by MTC and more specifically also the tariffs on the basis of which available airtime is determined.
 - iii. The credit established under a Voucher shall be used exclusively in conjunction with an MTC Subscriber Identification Module Card (SIM Card);
 - iv. No itemized bills or accounts for and in respect of telephone calls made using a Tango Product shall be provided, and no obligation shall arise to the seller or MTC to provide proof of how the value acquired through a Voucher had been utilized, or of any telephone calls made or received through a Tango Product.
5. The tariffs on the basis of which charges are debited for the use of airtime with Tango Products are set out under TARIFFS in this Tango Users Guide. MTC reserves the right to alter, upon such notice as MTC may in its discretion determine, the said tariffs or units.
6. MTC will make all reasonable efforts to ensure that the network on which Tango Products are operated is available while a credit is available under a Tango Recharge Voucher. However, MTC does not warrant the continued availability of any calls being discontinued for any reason whatsoever.
7. No person is permitted to reserve, engineer, decompile or modify any way the software, the MSISDN or ICC contained within any Sim Card. If MTC has reason to believe that such unauthorized actions are or have been taken in relation to any Tango Product, MTC shall have the right, without prior notice, to suspend the further use of any airtime pending the outcome of an investigation.
8. No right, title or interest in the software associated with any Tango Product shall vest in or be transferred to a purchaser of any Tango Product, and more specifically also with regard to any cellular phone number (MSISDN) and the International Card Configuration (ICC) contained in the Subscriber Identification Module (SIM Card) allocated with certain Tango Products.
9. Your Tango SIM card contains complex electronic circuitry and can easily be damaged. MTC offers no warranty on your Tango SIM card.
10. (a)The user of this service acknowledges and agrees that his number can be blocked by MTC in the event that he/she abuses the emergency number 112 in any manner.

(b)The user further acknowledges that MTC shall impose a penalty fee of N\$ 100.00 to enable his/her number to be unblocked.