

Aweh O-Yeah Product

Terms and Conditions



1. It is important that the customer understands and agrees to these Terms and Conditions.
2. The Aweh O-Yeah product is available either via the MTC app that can be downloaded from www.mtc.com.na or via iStore, Google Store or Play Store.
3. The Aweh O-Yeah product allows customers to choose a specific bundle for each of the following: Voice minutes, Data in Megabytes, SMS quantity and Data in Megabytes for social media.
4. The subscription fee is based on the customer selection based on the above mentioned bundles.
 - A customer must select at least two different bundles. Eg. 1 x voice and 1 x SMS bundle.
 - The sum of the selected bundles should not be less than NAD 17.00.
 - The subscription fee is based on a 7 day subscription model.
 - Bundles are valid for 7 days from date of purchase.
 - Unused Bundle units will be removed after 7 days.
 - Social media bundles from 100MB to 600MB can only be used for WhatsApp, bundles from 700MB and more can be used for both WhatsApp and Facebook.
 - Voice and SMS bundles are applicable to National voice and SMS services and exclude any premium rate services.
 - A customer can only have one Aweh subscription at a time.
5. All standard Terms and Conditions of MTC Namibia apply.
6. The Promotion will run from 17 June until 15 September 2015.
7. Customers need to migrate to any of the specified Aweh packages during this time in order to take advantage of this campaign.
8. Prepaid customers that are currently (within the 7-day validity period) on one of the specified Aweh products will not receive this campaign automatically.
9. Existing MTC Namibia Prepaid customers on other Prepaid plans who want to benefit from the campaign should follow these steps:
 - Aweh O-Yeah: Download the App from iStore, Google Store or Play Store and follow the instructions on screen or visit www.mtc.com.na.
10. Where the WhatsApp or Facebook applications are downloaded from an iStore, Google Store, Play Store, BlackBerry store or any other App store or directly from the Internet, customers will be charged at applicable tariff plan rates for the data when downloading these applications. Thereafter customers on the qualifying product will benefit from the Promotion.
11. All customers must be active and have a positive balance (at least a minimum balance of 1c) to get access to the FREE WhatsApp or Facebook campaign under the qualifying products.
12. Unless otherwise notified, all data traffic on the campaign will be free to the customer irrespective of the content including sending of text messages, pictures, files, short videos and voice messages.
13. WhatsApp and Facebook, as set out on the qualifying products, will only be FREE for local usage and not while the customer is roaming internationally.
14. The applicable tariff plan rates for any other local data usage will apply, data will only be free for WhatsApp and Facebook usage during the campaign period on the qualifying products.
15. The Promotion does not cover the customer's OTT (WhatsApp or Facebook) subscription should the OTT (WhatsApp or Facebook) decide to charge for access to the application in the near future. Currently access to the WhatsApp and Facebook application is free on the qualifying products, however the data usage is charged by the network the customer is subscribed to. MTC Namibia will not charge customers on the qualifying MTC Namibia products for data usage while they are using WhatsApp or Facebook.
16. Where WhatsApp or Facebook launches new services and does not inform MTC Namibia within a reasonable period, customers will be charged for these services and MTC Namibia will not be held liable. MTC Namibia will ensure that it makes every effort to prevent this from happening, however MTC Namibia does not have full control of this service due to it being a third party service.
17. By registering for WhatsApp, MTC Namibia customers agree to abide by the WhatsApp and Facebook policies and conditions available on the websites for the OTT users.
18. MTC Namibia will not be held liable for any content that is of an offensive or explicit nature.
19. Your connection speed will depend on: The speed stick, WiFi router or device used, the coverage in your area and the network conditions.
Visit <http://www.mtc.com.na/coverage> for the MTC Namibia coverage map or call the Call Centre on 130 or 120 for general queries, or visit a MTC Namibia MobileHome.
20. MTC Namibia may amend, modify or otherwise change these Terms and Conditions in its sole and absolute discretion on notice to you and the amended version will be displayed in the same media as these Terms and Conditions. By continuing to participate in the campaign, you agree and understand that you will be bound by the amended Terms and Conditions.
21. MTC Namibia and any of its agents, directors, affiliates, members or employees shall not be responsible in any way for claims, loss or damages (either direct, indirect, consequential or otherwise), arising from your use of the Promotion.
 - MTC Namibia reserves the right to suspend your access to the campaign when any fraudulent activity is suspected and if the outcome of an investigation proves that fraudulent activity did occur, MTC Namibia shall be entitled to terminate the campaign.
22. MTC Namibia has the right to withdraw the campaign or shorten the duration of the availability of the campaign in its sole and absolute discretion and will notify customers if it chooses to do so. Customers will not have a claim against MTC Namibia in this event.
23. WhatsApp Calling is excluded from the FREE WhatsApp promotion.