

Aweh Family whatsapp and facebook

Terms and Conditions



Condition 1

By subscribing to the qualifying add-on products, the customer agrees to be bound by these Terms and Conditions.

Condition 2

Free data on the WhatsApp service is available on Aweh Prime, Aweh Go, Aweh Gig and Oka Aweh products only.

Condition 3

Free data on the WhatsApp and Facebook service is available on the Super Aweh product only.

Condition 4

Customers need to migrate to the qualifying add-on products during the promotion period in order to receive the benefits of this campaign.

Condition 5

Prepaid customers that are currently (within the 7-day validity period) on the qualifying products will not receive this campaign automatically.

Condition 6

Existing MTC Prepaid customers on other Prepaid plans that want to benefit from the campaign should follow the following steps:

- Aweh Go: SMS #Awehgo# to 134
- Aweh : SMS #Aweh# to 134
- Aweh Gig: SMS #AwehGig# to 134
- Super Aweh: SMS #SuperAweh# to 134
- Oka Aweh: SMS #OkaAweh# to 134

Condition 7

Where the WhatsApp and/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 those applications. Thereafter customers on the qualifying product will benefit from the add-on products.

Condition 8

Customers should be active and have a positive balance to access the FREE WhatsApp and/or Facebook campaign under the qualifying products.

Condition 9

WhatsApp and Facebook as set out on the qualifying products will only be FREE for local usage; and not when the customer is roaming internationally.

Condition 10

The applicable tariff plan rates for any other local data usage shall apply; data will only be free for WhatsApp and Facebook usage during the campaign period on the qualifying products.

Condition 11

The add-on product 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. (Definition - What does Over-the-Top Application (OTT) mean? An over-the-top (OTT) application is any app or service that provides a product over the Internet and bypasses traditional distribution. Services that come over the top are most typically related to media and communication and are generally, if not always, lower in cost than the traditional method of delivery).

Condition 12

In the event WhatsApp or Facebook launches new services and does not inform MTC within a reasonable period, customers will be charged for those services and MTC will not be held liable. MTC will ensure that it makes every effort to prevent this from happening however MTC does not have full control of this service due to it being a third party service thus it shall not be held liable.

Condition 13

By registering for WhatsApp, MTC customers agree to abide by the WhatsApp and Facebook policies and conditions available on the websites for the OTT providers.

Condition 14

This product is only available as an add-on bundle to the following Class of Service (COS), namely T49, Tango per second and Tango per minute.

Condition 15

MTC will not be held liable for any content that is of an offensive or explicit nature.

Condition 16

The customer's connection speed will depend on various factors inter alias USB Dongle, WiFi router or device used, the coverage in your area and the network conditions and others factors. Visit <http://www.mtc.com.na/coverage> for the MTC coverage map or call the call centre on 130 or 120 for general queries, or visit a MTC MobileHome.

Condition 17

MTC may amend, modify or otherwise change the generic Terms and Conditions by giving 14 day notice to the customer of its intention to amend the Terms and Conditions by sending an sms and publishing such changes on its Website or in the media. The customer will have the option to terminate the service after receipt of the notice of the publication. By continuing to subscribe to the service after receipt of the notice the customer agrees to be bound by the amended Terms and Conditions. However, such change shall not adversely affect customers whose bundles are already in use until the bundle purchased depletes the validity.

Condition 18

MTC may amend, modify or otherwise change the charges to the add-on product by giving a prior notice to the customers by sending an sms message and publishing such change on its Website or in the media before the new conditions comes into effect before customer purchased. Should the customer decide to buy a new bundle, he/she shall be deemed to have consented to such change. However, such change shall not adversely affect customers whose bundles are already in use until the bundle purchased depletes the validity.

Condition 19

MTC shall not be responsible in any way for claims, loss or damages (direct, indirect, consequential or otherwise), arising from the customer's use of the Promotion.

Condition 20

MTC reserves the right to suspend the customer's access to the campaign in the event fraudulent activity is suspected and if the outcome of an investigation proves that fraudulent activity did occur, MTC shall be entitled to terminate the campaign. Customers will not have a claim against MTC.

Condition 21

MTC may withdraw the campaign or shorten the duration of the availability of this campaign in its sole and absolute discretion and will notify customers in advance if it chooses to do so. Customers will not have a claim against MTC in this event.

Condition 22

WhatsApp Calling is excluded from the FREE WhatsApp promotion.

Condition 23

All standard Terms and Conditions of MTC apply.