

SERVICE PLANS WITH TURBO BOOST

Terms and Conditions

1. Turbo Boost is an add-on product applicable on the following postpaid Data Products. Each Turbo Boost can only be used on the corresponding Service plan.

Service Plan	Fair Use Policy Bundle	Turbo Boost Add-on Bundle
NetMan 2GB TurboBoost	2GB Data	2GB
NetMan 6GB TurboBoost 6G	6GB Data	6GB
NetMan 20GB TurboBoost	20Gb Data	20GB
NetMan Unlimited TurboBoost	90GB Data	90GB
Mobiz 2GB	2GB Data	2GB
Mobiz 6GB	6GB Data	6GB
Mobiz 20GB	20Gb Data	20GB
Mobiz Unlimited	90GB Data	90GB
SmartShare 4 TurboBoost	50GB Data	50GB
SmartShare 20 TurboBoost	50GB Data	50GB

2. A small number of users are responsible for generating large volumes of traffic on our network, which can impact the service we offer to our other customers. The Fair Usage Policy is designed to ensure that all of our customers receive a fast and reliable service.
3. Best effort Download/Upload Fair Use speed will apply to the applicable data volume as set out in each data service plan product description. Fair Use Policy downgraded speed will commence once a customer depletes the included data volume as set out in the specific service plan Fair Use Policy. If the customer reaches the Fair Use Bundle Limit as per the selected package before end of the Bill Cycle, data speed is downgraded to 384 Kbps when connected the 3G network and 512 Kbps when connected to the 4G network.

Data used when customers reached their Fair Use Policy or their Turbo Boost Fair use policy is free of charge, except when roaming.
4. Customer can buy Turbo Boost to upgrade to the original Fair Use data speeds via USSD **(*682#)** or SMS **(682 or 147)** or call the call centre and visit MTC MobileHomes.
5. Turbo Boost amount is deducted from the customer’s available Monthly usage Limit.
6. Once Turbo Boost is paid the service plan speed is upgraded to the original best effort Download/Upload Fair Use speed as per Service Plan. TurboBoost MB’s are valid for 60 days from day of purchase.
7. There is no limit to the number of Turbo Boosts a customer can do per month/Bill Cycle.
8. Unused Free Fair Use Policy bundle as per service plan will not be carried over to the next month/Bill Cycle.
9. Turbo Boost add-on product data volume cannot be used when the customer is roaming internationally.
10. MTC will not be held liable for any content that is of an offensive or explicit nature.
11. The data volumes include both downloaded and uploaded data. A gigabyte is 1024 megabytes (MB).
12. If the customer use the following applications namely: peer-to-peer (P2P) file sharing software, P2P TV, streaming video services or software update services such customers are more likely to exceed the fair usage policy limit as many of the above applications continue to send and receive data constantly in the background even if a customer is not downloading a file, the above applications may still be transferring data.
13. If, in MTC’s reasonable opinion, a customer is deemed to be abusing the service in any way, such as exceeding fair use policy, MTC may ask such customer to moderate the behavior – and in extreme cases, MTC may limit the speed of, or block access to, data services, or disconnect the customer.
14. 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 center on 130 or 120 for general queries, or visit a MTC MobileHomes.
15. MTC may change or withdraw services at any time and may change or introduce new terms and conditions. If we do so, MTC will give the customers a 14 days’ notice of the changes by sending an SMS message or publishing such change on its Website, unless we believe such changes will not disadvantage you or if these changes are not to your material detriment. The customer will have the option to terminate the service after receipt of the notice of the publication according to the standard MTC Terms and Conditions.

By continuing to subscribe to the service after receipt of the above 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.
16. 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 or 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 is depleted or reached the validity.
17. 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.
18. 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.
19. MTC may withdraw the add-on product or shorten the duration of the availability of the product 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.
20. By subscribing to the qualifying add-on products, the customer agrees to be bound by these Terms and Conditions.
21. All standard Terms and Conditions of MTC apply.