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## **MTC PRESS RELEASE - POSTPAID CUSTOMERS ABLE TO TOP UP DIRECTLY WITH NEW POSTPAID RECHARGE VOUCHERS**

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### ***For immediate release***

*Ran out of airtime, unable to recharge, airtime lapsed before your next billing cycle, as a postpaid customer, chances are that you would either had to call the Customer Contact Centre to request a credit extension or wait till the next morning to make a prepayment on your active account at your nearest mobile home.*

*However as of today (Friday 13th April), MTC 160 000 postpaid customers will now be able to recharge their smart device by direct top up through the newly launched option to recharge Postpaid accounts via any MTC recharge voucher. It is as simple as buying a recharge voucher at your nearest convenience store or from any service kiosk. You cannot buy this via the APP, but can recharge via the App.*

### **Start//**

**Windhoek – 12 April 2018** - In the pursuance to guarantee that its customers always experiences newest innovations available on the market, Namibia's leading wireless and telecommunications operator MTC, yesterday as of 12 April 2018 introduced yet another triumphant first to the Telco market, in the format of a Postpaid recharge services for its contract customers also known as postpaid clients as well.

Although recharge vouchers has been in the market for over 18 years since the introduction of the Tango pay-as-you-go (prepaid) platform in 1999, this option was never available for use to the contract (postpaid) customers.

Following months of background testing, market research and viability studies to ascertain product suitability, MTC can conclusively state that the postpaid recharge vouchers was a long overdue necessity in the market, according to focus group studies conducted with consumers, hailed Chief Commercial Officer at MTC Alvin Korkie.

Said Tim Ekandjo, Chief Human Capital and Corporate Affairs Officer, "At MTC our strength remains focused in making sure that we are always steps ahead in bringing forth the best solutions to our customers. With the introduction of this postpaid recharge services, it once again demonstrate our commitment to bring the best solution to our customers.

Added Ekandjo “We are proud to introduce this new service to our clients and inform our esteemed postpaid customers that they can buy and recharge their accounts with MTC recharge vouchers should they need top up airtime at any place and anytime.”

This is the first time in 20 years, that MTC contract customers will now have the ability to buy airtime vouchers and enjoy the subsequent convenience thereof. The drive to continue bringing the convenience to the customers with market related products and services, and heeding the voice of our customers is what brought about this provision, concludes Ekandjo.

Steps for recharging remains the same as for pre-paid, which is sending code to \*132#, or SMS to 132 or by call to 132 and \*682# to buy data. Similar to the prepaid, all recharge ranges/denomination are available for the postpaid platform as well. For more details, please visit [www.mtc.com.na](http://www.mtc.com.na).

**End//**

For media inquiries

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**Note to Editors:**

#### **About MTC History**

MTC (Mobile Telecommunications Limited) was established in 1995 as a joint venture between Namibia Post and Telecommunications Holdings (NPTH), Telia and Swedfund. During May 2004, NPTH concluded a deal that saw it hold 100% of the shares in MTC by acquiring the 49% held by Telia Overseas AB and Swedfund International AB. NPTH is 100% owned by the Government of the Republic of Namibia. On 1 September 2006 the sale of 34% of MTC shares to Portugal Telecom (PT) was concluded with the management contract also ceded to PT. MTC’s shareholding is currently under review.

#### **Operational Philosophy**

MTC recognizes commitment to our common vision, to growth and profitability and to enjoying the work we do. We achieve this through continuous change and development in a dynamic industry. We grasp opportunities to develop MTC in a structured manner.

We are committed to a culture of mutual respect, honesty, fairness, integrity, transparency, accountability and trust, and dare each other to perform in an excellent manner. We reward people according to the value they bring to MTC. We serve our customers to the best of our ability and strive to improve this service wherever possible.

#### **HARAMBE PP**

Implementing Harambe Prosperity Plan (HPP) is a socio-economic imperative to re-dress imbalances of the past. It is as much the public, private and state owned sectors’ responsibility, as it is the government’s duty to transform. Promoting HPP is an important element of being a responsible corporate citizen of Namibia. MTC is HPP sensitive as it is an issue of national interest, ensuring our survival in the future. Through this, a solid foundation is created for sustainable economic activity and development.