

Taamba Advance FAQs

What is Taamba Advance?

- Taamba Advance is a self-service option that allows customers to take out an airtime advance and pay later when they do a recharge. You can stay connected and continue making calls when you are unable to recharge or buy more airtime. It provides the customers with emergency airtime when they need it the most.

Who is this service available to?

Taamba Advance is available to all Prepaid customers. The qualifying criteria is based on;

- Status on network and status history
- Frequency of recharges
- Average revenue per user
- Customer's Taamba Advance usage and repayment history
- Customer's Taamba Advance loan status

How do I get to access to Taamba Advance?

- Customer can access the service by dialling *141# and select Taamba Advance or dial *682#, select Taamba and follow the prompts.

How do I check my airtime balance?

- Simply dial *141# or *682# for a detailed balance enquiry.

How do I pay for the Taamba Advance transaction?

- When you recharge, do a top-up on your account or receive an airtime transfer, MTC will deduct the Taamba Advance outstanding balance as well as the Service Fee.

How many times can I apply for Taamba Advance?

- There is no limit to the amount of times you can request a Taamba Advance, given your qualification status.
- You first have to pay any outstanding Taamba Advance balances, including the Service Fee before you qualify for a new Taamba Advance transaction.

What services can I use with Taamba Advance?

- Taamba Advance can be used for any service on the MTC Network, just as you would when making a regular top-up or recharge.

What happens if I recharge with less than what I owe on my Taamba Advance balance?

- **Example:** You request a Taamba Advance transaction of N\$50.00, this amount will be deposited into your account. The total amount that you should pay back is N\$50.00 plus N\$5.00 service fee.
- This is the Taamba Advance transaction of N\$50.00 plus the Service Fee of N\$5.00.
- If you recharge with N\$20 only and notice that you don't have any airtime?

Why?

- The N\$20 you recharged with was taken towards the payment of the Taamba Advance transaction.
- You have an outstanding balance of N\$35.00 that still needs to be paid towards the Taamba Advance transaction.
- You recharge with another N\$100. The N\$35.00 is taken towards the Taamba Advance outstanding balance and you have N\$65.00 that you can use as airtime.

How do I get a higher Taamba Advance Denomination than what the USSD menu is showing me?

- You are only shown the denominations that you qualify for, based on your recharge history.
- If you increase your recharges over time you will be in a position to get a greater Taamba Advance Denomination.