

# Postpaid Boost Bundle & Recurring Boost Bundle

## Frequently Asked Questions

### 1. Who can buy the Boost Bundle?

Only customers on any of the below Service Plans:

Service Plan Description
Mobiz Shared Sim
Mobiz Sky I
Mobiz Sky II
Mobiz Sky III
Mobiz Sky IV
Mobiz Sky V
Mobiz Sky VI
Mobiz Sky VII
MTC 10n1
MTC 10n1 3G
Select Shared SIM
Select Go
Select Up
Select Super
Select Pro
Select Premium
SmartShare Maxi
SmartShare Mega
SmartShare Mini
SmartShare Multi
Smartshare Shared Sim
Infinite I
Infinite II
Infinite III
Infinite IV
Infinite V
Infinite VI
Infinite VII
Supreme I
Supreme II
Supreme III

### 2. What is included in the Bundle?

Price	85
Minutes	100
SMS	50
Data MB	4096MB
Social media MB	2048MB
Streaming MB	2048MB

### 3. What options do I have with regards to the Boost Bundle?

You can purchase a once off bundle or a recurring bundle.

### 4. What is the validity of the once off bundle?

30 Days after which unused units expires.

### 5. How many once off bundles can you purchase at a time?

Three (3) only.

### 6. Will the validity of my 1st once off bundle change if I buy another bundle?

Each bundle has its own validity and does not extend the validity of a previously purchased Boost Bundle.

### 7. What media is included in the Social Media?

WhatsApp, Facebook, Snapchat, Twitter, Instagram and TikTok.

### 8. What media is included in the Streaming Data?

YouTube, Showmax, Netflix, Apple TV, DSTV, NBC, Deezer, Spotify & Apple Music.

### 9. How do I purchase a Boost Bundle?

You can purchase the Boost bundle via the following channels:

- \*682#, select Bundles and then Boost Bundle to purchase from your airtime.
- Via the MTC Website payment page to purchase via your bank card.
- Via your MyMTC App where you have the choice to purchase from your airtime or via your bank card.

### 10. What is a recurring Boost Bundle?

The recurring Boost Bundle allows you to purchase the 1st bundle and you will be charged from your available credit and a new Boost Bundle will be added automatically every month on Bill Cycle change and from there on you will be billed on the next invoice for the next month.

### 11. What is the Benefit of a recurring Boost Bundle?

Postpaid Customers on plans that are eligible for Boost Bundle will automatically on Bill Cycle change to be allocated a new Boost Bundle just before they deplete the SUL usage. Sometimes customers use their available credit before they can buy a Boost bundle and deplete their available credit. The Customer therefore must add credit to buy a Boost Bundle once they realize they have already depleted their free units. Now with the recurring bundle, it will ensure that the client receives their bundles and does not use up their available credit unknowingly.

### 12. How do I subscribe to a recurring Boost Bundle?

- \*682#, select Bundles, Contract Boost Bundle, Contract Boost recurring and then Add Contract Boost recurring to purchase from your airtime.
- Via the MyMTC App where you have the choice to purchase from your airtime.

### 13. How much will a recurring Boost Bundle cost?

The recurring Boost Bundle will cost you N\$85.00 upon subscription and thereafter N\$85.00 per month. Meaning the recurring N\$ 85.00 will be deducted from your SUL and added to your invoice every month.

### 15. Can I unsubscribe from this service?

Yes, this bundle can be cancelled when not needed anymore and will expire at the end of the cycle during which it was cancelled.

### 16. How do I unsubscribe from a recurring Boost Bundle?

- \*682#, select Bundles Contract Boost Bundle, Contract Boost recurring and then Remove Contract Boost recurring to remove the recurring Boost Bundle.
- Via the MyMTC App where you have the option to unsubscribe from the recurring Boost Bundle.

