

MTC Taamba Advance

Frequently Asked Questions

What is Taamba Airtime Advance?

Taamba Advance is a self-service option that allows customers to take out an airtime advance and pay later when they 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.

Taamba Airtime

Requested Airtime Advance (N\$)	Service Fee (N\$)
150	15
140	14
130	13
120	12
110	11
100	10
90	9
80	8
70	7
60	6
50	5
40	4
30	3
20	2
10	1
5	1
3	1

What is Taamba Data Advance?

Taamba Data Loan is a self-service option that allows customers to take out a data loan and pay later when they do a recharge. It provides the customers with emergency data when they need it the most.

Taamba Data

Requested Data Advance (MBs)	Date Bundle Value N\$	Service Fee (N\$)
10	3.00	1.00
20	5.60	1.00
30	7.80	1.00
40	10.00	1.00
50	12.00	1.20
100	20.00	2.00

Who is this service available to?

Taamba Advance and Data Loan is available to all Prepaid customers who, the qualifying criteria is based on:

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

make the connection

mtc

How do I get access to Taamba Airtime or Data Advance?

Customer can access the service by dialing *141# and select option 1 for Taamba Advance or option 2 for Taamba Data Advance or dial *682#, select Taamba and follow the prompts.

How do I check my airtime or data balance?

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

How do I pay back my Taamba Airtime or Data Advance?

When you recharge, make 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 Airtime or Data Advance?

- f) There is no limit to the number of times you can request a Taamba Airtime or Data Advance, given you qualify.
- g) You first have to pay any outstanding Taamba Advance balances, including the Service Fee before you qualify for a new Taamba Airtime or Data Advance transaction.

What services can I use with Taamba Airtime or Data Advance?

- h) Taamba Airtime Advance can be used for any service on the MTC Network, just as you would when making a regular top-up or recharge.
- i) Taamba Data Advance can be used for browsing, just as you would when using a regular data bundle.

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

- j) Example: If you take out a Taamba Advance of N\$50.00. You will receive a N\$50.00 airtime advance. The total amount that you should pay back is N\$50.00 plus N\$5.00 service fee (loan amount plus 10% fee).
- k) Upon your next recharge, the N\$55 worth of airtime will be deducted and paid towards your outstanding loan. If you recharge with less than the amount you owe, your entire airtime will be deducted.

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

- l) Example: If you take a 100MB Taamba Data Advance worth N\$20.00. You will receive a N\$20.00 data advance. The total amount that you should pay back is N\$20.00 plus N\$2.00 service fee (loan amount plus 10% fee).
- m) Upon your next recharge, N\$22 worth of airtime will be deducted and paid towards your outstanding loan. If you recharge with less than the amount you owe, your entire airtime will be deducted.

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

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

