

Frequently Asked Questions:

MTC Missed Call Alert (MCA) and Notify About Me (NAM)

1. What is MCA and NAM?

- **MCA (Missed Called alert)** - is a service, designed to notify via SMS alert the called party (Number B) about the missed calls while the called party was out of coverage or the called party's phone was busy.
- **NAM (Notify About me)** - is a service, designed to notify via SMS alert the calling party (Number A), that called party (Number B), which was out the coverage, returned to the mobile network.

2. Can the NAM-service be enabled on a number without enabling the MCA-service?

No, to enable NAM, the MCA-service must be enabled on the called party.

3. Can the MCA-service be enabled on a number without enabling the NAM-service?

Yes, MCA can work independent without enabling the NAM.

4. When is an MCA-sms triggered?

If a call is call forwarded with the conditions: 'forward on busy' and 'forward not reachable' to the voicemail system, and when the calling party does not deposit a voicemail message, a MCA-sms is forwarded to the called party informing them that somebody tried to call them.

5. When is a NAM-sms triggered?

If a call is call forwarded with the conditions: 'forward not reachable' to the voicemail system, and when the called party is not reachable (network or switched-off), a NAM-sms is forwarded to the calling party as soon the called party becomes available again, informing them about the availability of the called party.

6. Will a NAM-sms be sent if the calling party is a local / international off-net number?

No NAM will be sent to the calling party if the calling party is off-net (non-MTC).

7. Will a NAM-sms be sent during night hours?

No NAM-sms will not be sent to the calling party between 22h00 and 08h00.

8. Will a NAM-sms be sent if the called party is not available for more than 8 hours?

No NAM-sms will be sent to the calling party if the called party is unavailable for more than 8 hours.

9. Will a NAM-sms be sent if the calling party is anonymous (using CLIR)?

No NAM-sms will be sent if calling party is anonymous.

10. Will an MCA-sms be sent to the called party if the calling party is a local/international off-net number?

Yes, an MCA-sms will be sent to the called party.

11. Will an MCA-sms be sent to the called party for every call attempt?

Yes, an MCA-sms will be sent to the called party for every call attempt while they were 'busy' or not 'reachable'.

12. Will an MCA-sms be sent to the called party if the calling party is anonymous?

No MCA-sms will be sent to the called party if the calling party is anonymous.

13. How do I enable or disable MCA or NAM?

MCA and NAM can be activated or de-activated by sending an SMS to 12300 with the following commands:

Action	Command	Comments
MCA Activate	MCA ON	Activates MCA service
MCA deactivate	MCA OFF	Deactivates MCA and NAM service
NAM Activate	NAM ON	Activates NAM service
NAM deactivate	NAM OFF	Deactivates NAM service

14. Is this service free of charge?

Yes, both NAM and MCA are free of charge and you will need to have an active mailbox in order to make use of these features.

make the connection

