

MTC INFINITE PLANS PROMOTION

FREQUENTLY ASKED QUESTIONS

Plans	Monthly subscription	Money Wallet	Contract periods	Phone allowed	Connection Fee
Infinite i	350	350	12,24,36	1 Device Equipment Plan subscription allowed per package based on the amount as per the credit score criteria	N\$218
Infinite ii	550	550	12,24,36		N\$218
Infinite iii	750	750	12,24,36		N\$218
Infinite iv	950	950	12,24,36		N\$218
Infinite v	1150	1150	12,24,36		N\$218
Infinite vi	1350	1350	12,24,36		N\$218
Infinite vii	1550	1550	12,24,36		N\$218

1. What are Infinite Plans?

The Infinite plans are a solution that caters to the needs of our customers who require the flexibility to build their own monthly package according to their preferred usage. Additionally, MTC will offer a 10GB data bundle when customers sign up for the Infinite Plans.

2. What are the Contract periods that I can opt for when signing up for The Infinite Plans?

The contract periods are 12-, 24- and 36-months.

3. Who can sign up for these plans?

These plans are available to individual and business Post-Paid customers. These plans are also available on the SmartShare package as a voice option.

4. What are the units that I will receive when I sign up for the Infinite Plans?

Each month customers will receive a Money Wallet equal to the monthly subscription with which they will purchase Voice, SMS and Data bundles from a predetermined list of bundles with the money wallet.

5. How much do the Infinite bundles cost?

Infinite bundles:

Data bundles

Bill Cycle bundles GB	Bundle Cost N\$	Cost per GB
1	20	20
5	80	16
10	140	14
25	310	12
50	500	10
75	700	9
100	800	8

Voice Bundles

Bill Cycle bundles	Bundle Cost N\$	Cost per minute
250	50	0.200
500	90	0.180
750	130	0.173
1000	150	0.150
1500	200	0.133
2000	220	0.110
3000	300	0.100

SMS bundles

Bill Cycle bundles	Bundle Cost N\$	Cost per SMS
50	5	0.100
100	8	0.080
200	14	0.070
500	25	0.050
1000	40	0.040
2000	50	0.025

6. Will I be charged from my Money Wallet if I don't buy bundles?

Yes. You can make use of the Money Wallet for national calls, sending SMS and data sessions that will be significantly cheaper than the normal out of bundle charges.

7. How much will I be charged per call, SMS, or data session if I do not buy bundles from my Money Wallet?

Call tariff	36c	Per minute charging, from the 1st second.
SMS tariff	20c	Per SMS
Data	50c	Per MB

8. How much will I be charged if I deplete my bundles, Money Wallet and if I start using airtime from my Service Usage Limit, Prepayment or Recharge wallets?

Call tariff	99c	Per minute charging, from the 1st second.
SMS tariff	30c	Per SMS
Data	70c	Per MB

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9. Can I purchase Infinite bundles if I deplete my Money Wallet?

Once the Money wallet is depleted you will not be able to purchase Infinite Bundles for that month. However, you can purchase other available bundles with your available credit from Service Usage Limit, Prepayment or Recharge wallets.

10. Will my unused Money Wallet and unused Infinite bundles be carried over to the new cycle?

No, Unused Money Wallets and unused Infinite bundles purchased will expire upon the bill cycle change every month either on the 14th or the 28th of the month depending on which billing cycle you are on.

11. When can I buy my monthly Infinite bundles?

You can purchase your infinite bundles as soon as the monthly Infinite money has been loaded and can continue purchasing throughout the month while you still have sufficient Infinite money.

12. Where do I buy my monthly Infinite bundles?

You can purchase your bundles via *682#, the MyMTC mobile App and the MTC website.

13. What is the validity of the 10GB promotional sign-on bundle?

The promotional bundle is valid for 90 days, to customers who newly activate or migrate to one of the Infinite plans in the first (1st) 90 days.

14. What is the duration of the campaign during which you qualify for the 10GB promotional sign-on bundle?

The campaign is valid from 31 August 2023 to 29 November 2023, both days included.

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