

# AWEH AUTO RENEWAL TERMS & CONDITIONS

## Condition 1

By subscribing to this service, the customer agrees to be bound by this Terms and Conditions.

## Condition 2

All active Pre-paid voice customers can make use of this service.

## Condition 3

Customers can Subscribe/Unsubscribe via \*682#.

## Condition 4

When subscribing customer will have the option to select Aweh Super or Aweh Prime as the automatic renewal choice.

## Condition 5

When Subscribing to this services customers must ensure that there is enough airtime on their account for the specific Aweh that they have opted in to be renewed, should there be enough airtime the subscription will go through and the customer will be notified via SMS that the subscription took place.

## Condition 6

If a customer doesn't have enough airtime the subscription will not go through, the customer will be notified via SMS that the subscription failed. MTC will retry 3 times to renew the Aweh after which the Aweh Automatic renewal will be cancelled and the customer has to re-opt in again. The customer will be charged out of bundle rate for all his voice calls, data sessions and SMS until he purchased another Aweh.

## Condition 7

Aweh Automatic Renewal will continue if there is enough airtime for the subscription to take place until the customer unsubscribes via \*682#.

## Condition 8

Customers will receive a confirmation SMS that the current Aweh has expired and that Aweh Automatic Renewal has taken place.

## Condition 9

MTC and any of its agents, directors, affiliates, members or employees shall not be responsible in any way for claims, loss or damages (either direct, indirect, consequential or otherwise), arising from customers' use of the Services.

MTC reserves the right to suspend the customer's access to the service in the event fraudulent activity is suspected and if the outcome of an investigation proves that fraudulent activity did occur, MTC shall be entitled to terminate the service. Customers will not have a claim against MTC.

## Condition 10

MTC has the right to withdraw, or shorten the duration of either of the services, or amend the service fee in its sole discretion and absolute discretion and will notify customers if it chooses to do so. Customers will not have a claim against MTC in this event.

## Condition 11

If, in MTC's reasonable opinion, a customer is deemed to be abusing the service in any way. MTC may ask such a customer to moderate their behaviour and, in extreme cases, MTC may block access to, the service, or disconnect the customer.

## Condition 12

MTC reserves the right to vary these Terms and Conditions at its sole discretion, whether as a result of new legislation, statutory instruments, government licenses, amendments to the standard Terms and Conditions of MTC, any similar event or not and the customer hereby consents to the said variation. MTC may at its sole discretion, elects to notify the customer of any variation in writing or to publish such variation on its website and or at its principal place of business.

## Condition 13

By continuing to subscribe to the service after receipt of the above notice, the customer agrees to be bound by the amended Terms and Conditions.

## Condition 14

All standard Terms and Conditions of MTC apply.

make the connection

