

MTC Online Payment Services FAQs

What is MTC online payment services?

MTC Online Payment Services provide customers with the ability to make online purchases and payments from MTC's web applications, this includes the MTC website and the MyMTC App.

What benefits does the MTC Online Payment services offer to the customer.

Currently the Online Payments Services allow clients to conduct any of the of the following transactions:

- Invoice payments;
- Prepayments;
- Recharge Top-ups (direct top-up for up to 5 numbers per transaction);
- All the Aweh products, excluding Aweh O-yearh (up to 5 numbers per transaction);
- Turbo Boost (All applicable turbo boost packages).

What is the difference between Mobile Money and Online Payment Services?

Mobile Money refers to a digital representation of cash, whereas the MTC Online Payment Service is a payment gateway that facilitates online transactions.

Do I need to have a bank account to transact on the MTC online platforms?

Yes, any online transactions on any online platform requires that you have a valid and active debit or credit card.

What are the benefits of using the MTC Online Payment Services?

The service provides payment convenience on our web-based platforms. It allows clients to make payments and purchase from the comfort of their home using a mobile device or a computer to transact over the internet.

Does the service require a client to sign up?

The service does not require a client to sign up in order to have access. When transacting via the MTC website a client will simply be required to submit their payment options and the relevant information and receive an OTP to proceed. However, when transacting via the MTC App, a client would need to initially log into the App before proceeding.

Will a client receive a receipt for each transaction they make when using the MTC Online Payment Services?

Yes, every transaction made will generate a receipt when the transaction is completed. Each receipt will be accompanied with the payment details and a unique receipt number, for reference. The receipt will be emailed to the customer or can be viewed or downloaded from the payment page. Clients will also receive instant notifications on their mobile devices for any transaction done for MTC over-the-air services for a specific number.

What will happen if a transaction fails while it is not completed?

A client's account will only be debited once a transaction is successful. Should a transaction not complete, the client will receive an error notification. All the services that are presented via the MTC Payment Services platform are over-the-air transactions and are delivered to the customer's device instantly as soon as the payment transaction has been completed. For any technical queries that may arise during a transaction or for information on how to use the service please contact MTC's 24-hour Contact Centre (12000 or 13000).

What is the purchase procedure if a client wants to use this service?

Via the MTC website and the MyMTC App, the customer would access the payment option and select the service/product they want to purchase. Once the selection is made the customer would be required to enter details of the chosen purchase, the form of payment details, and all other details requested on the order form.