

# MTC POSTPAID SUPREME PLANS PROMOTION

## TERMS & CONDITIONS

1. The new Supreme Plans will be available to all Residential and Business PostPaid Customers.
2. The Supreme Plans shall be offered on a 24- and 36-months basis.
3. Customers subscribing on the 36-months plan will be offered an affordable monthly instalment fee on handsets.
4. The Supreme Plans will offer more National Voice minutes and SMSes.
5. High Data allocations without grouping, allowing the customer to decide how they want to use their data.
6. The Supreme Plans shall include International Money Wallets for Voice calls (International Bundles remain as 1st usage priority, deducting international money wallets first before using other credit).
7. The Supreme Plans shall include Data Roaming Money Wallets (deducting Data Roaming Money Wallets first before using other credit).
8. MTC will be offering an additional 10GB data bundle, valid for 90 days, to customers who newly activate or migrate to one of the Supreme Plans in the first (1st) 90 days.
9. The campaign is valid from 20 July 2023 up to 18 October 2023, both days included.
10. Supreme Plans will consist of the following:

Product Name	Supreme i	Supreme ii	Supreme iii
Subscription fee	N\$ 1,099	N\$ 1,299	N\$ 1,599
Once off Connection fee	N\$ 218	N\$ 218	N\$ 218
Contract period options	24/36 months	24/36 months	24/36 months
Phone amount allowed	1 Device as per credit score	1 Device as per credit score	1 Device as per credit score
Free time (mins) no carry over	3000 minutes	4000 minutes	6000 minutes
Free SMS	3000 SMSes	4000 SMSes	6000 SMSes
Free Data (MB/GB) no carry over	50GB	65GB	85GB
International Wallet	N\$ 100	N\$ 150	N\$ 200
Data Roaming Wallet	N\$ 100	N\$ 150	N\$ 200
Friends & Family numbers	4	4	4
<b>Launched Promo - 10GB valid for 90 days on activation</b>	<b>10GB</b>	<b>10GB</b>	<b>10GB</b>

11. Prioritising/usage of Supreme packages are as follows:

- **National Voice Minutes**

The free National Voice bundles included will have first priority, second priority will be on any other voice bundles and thereafter usage on Subscriber Usage Limit, prepayments or recharges.

- **National SMS**

The free National SMSes included will have first priority, second priority will be on any other SMS bundles and thereafter Subscriber Usage Limit, prepayments or recharges.

- **Data**

The free data included will have first priority, second priority will be on any other data bundles and thereafter Subscriber Usage Limit, prepayments or recharges.

- **International SMS**

The International SMSes priority will be on the Subscriber Usage Limit, prepayments or recharges.

- **International Voice Minutes**

The free bundles (International Voice Money wallet) included will have first priority, second priority will be on the international voice bundles and thereafter Subscriber Usage Limit, prepayments or recharges.

make the connection





- **Roaming Voice Minutes and SMS**

The Roaming Voice Minutes and SMSs priority will be on the Subscriber Usage Limit, prepayments or recharges.

- **Roaming Data**

The free bundles (Roaming Data Money Wallet) included will have first priority and second priority will be on the Subscriber Usage Limit, prepayments or recharges.

12. MTC shall notify the customer via SMS upon depletion of their Supreme included Data once 80% and 100% of the data quota is reached.
13. Data included in any service plan, or any data bundle, cannot be used when the customer is roaming internationally.
14. The data volumes include both downloaded and uploaded data. A gigabyte is 1024 megabytes (MB).
15. By subscribing to the qualifying products, the customer agrees to be bound by these Terms and Conditions.
16. MTC will not be held liable for any content that is of an offensive or explicit nature.
17. If, in MTC's reasonable opinion, a customer is deemed to be abusing the service in any way, such content creating or sharing content that is of an offensive or explicit nature, MTC may ask such a customer to moderate their behaviour and, in extreme cases, MTC may block access to data services, or disconnect the customer.
18. The customer's connection speed will depend on various factors, inter alias USB Dongle, Wi-Fi router or device used, the coverage in your area, the network conditions and other factors. Visit <http://www.mtc.com.na/coverage> for the MTC coverage map, call the call center on 13000 or 12000 for general queries, or visit an MTC Retail Store.
19. MTC shall not be responsible in any way for claims, loss or damages (direct, indirect, consequential or otherwise), arising from the customer's use of the Promotion.
20. MTC reserves the right to suspend the customer's access to the campaign in the event that fraudulent activity is suspected, and if the outcome of an investigation proves that fraudulent activity did occur, MTC shall be entitled to terminate the campaign. Customers will not have a claim against MTC.
21. MTC may withdraw the product or shorten the duration of the availability of the product in its sole and absolute discretion and will notify customers in advance if it chooses to do so. Customers will not have a claim against MTC in this event.
22. All standard Terms and Conditions of MTC apply.

