

OSMARTPHONA & SIM SWAP CAMPAIGN

TERMS & CONDITIONS

CONDITION 1: THE CAMPAIGN

1. Campaign applies to prepaid MTC customers that are identified as utilising 2G or 3G sim cards in a 4G enabled device.
2. The identified customers will qualify for a once off free 4G SIM replacement. The customers will receive 1x 4GB and 2x 3GB data bundle every 30 days spread over a period of 90 days, making it 10GB in total. The aforesaid data bundles have a validity period of 7 days.
3. Customers will be notified via SMS and proof of the SMS may be required prior to the sim replacement.
4. The SMS will read as follows: "Get 3GB free data valid for 7 days for 3 months when you replace your SIM to 4G at MTC MobileHomes and roadshow venues. Offer valid until 2 March 2022. T&Cs apply."
5. Customers are limited to one (1) free SIM replacement only during the campaign period.

CONDITION 2: 10GB FREE DATA

1. A 10GB free data bundle (split in 4Gb and 2 x 3GB) will be loaded in 30-day intervals for a customer qualifying for the free SIM replacement as indicated above.
2. On the day the customer does a SIM replacement, the customer will be issued with a 4GB data voucher code. The Customer can utilise the voucher either by sending the voucher code to 13200 via SMS or utilise the USSD function *132*vouchercode# or recharge via *682#.
3. The customer must utilise the voucher, on the number on which the SIM replacement was done, and only then will the customer receive their 3GB data bundle.
4. Once the customer utilises the voucher, a 4GB data bundle will be loaded on the said cellphone number. The customer will thereafter receive a second 3GB data bundle, 30 days from the day of SIM replacement and or date of utilisation of the voucher, whichever comes first. The customer will then receive a final 3GB data bundle another 30 days from the date of receiving the second data bundle.
5. The aforesaid data bundles have a validity period of 7 days from date of receipt. i.e. if a customer does a SIM replacement on 2 December 2021 and utilises their voucher on the same day, their 4GB data will be loaded on the same day, and will expire on 8 December 2021 at 23h59. On 2 January 2022, the customer will receive their second FREE BUNDLE, 3GB and same will expire on 8 January 2022 at 23h59. The customer will on 2 February 2022 receive their final 3GB data bundle that will expire on 8 February 2022 at 23h59.
6. The voucher is not transferable or exchangeable for cash and will expire if not utilised before 2 March 2022.
7. The free data cannot be transferred to another number and will only be loaded on the cell phone number related to the SIM replacement.
8. The free data cannot be transferred or exchanged for any other MTC products or services.

make the connection



CONDITION 3: DATA BUNDLES

1. The customer will receive an SMS upon receiving each of their respective data bundles on their cell phone number. He or she will also receive a notification one (1) day before his or her bundle expires to inform him or her of the expiry.
2. In the event that the customer has a bundle that has a validity of less than 7 days, the said data bundle will have priority over the free data bundle, upon its depletion the free data bundle will be utilised.
3. The data volumes include both downloaded and uploaded data. A gigabyte is 1024 megabytes (MB).
4. The customer's connection speed will depend on various factors, inter alia USB Dongle, WiFi 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 centre on 13000 or 12000 for general queries, or visit any MTC MobileHome.

CONDITION 4: GENERAL

1. The "Free SIM Swop Campaign" is subjected to MTC standard SIM Replacement Policies and Procedures.
2. The SIM cards for the "Free SIM Swop Campaign" will be available at selected dealers and MTC retail stores and is subjected to availability of stock.
3. A customer can only qualify for either one of the Osmartphona Campaign or the Sim Swop Campaign and not both.
4. MTC reserves the right to review and change the Terms and Conditions of the Campaign or cancel it altogether.
5. MTC reserves the right to disqualify any customer from participating in this campaign in light of any malpractice or manipulation or abuse that MTC believes to have taken place.
6. 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 campaign.
7. Customers are bound and subjected to MTC's standard Terms & Conditions.