

Invoice Payments and Prepayments Info

All invoices are payable before or on due date (see top right corner of your invoice). Failure to do so will result in your mobile services being interrupted or cut off the day following Due Date.

Your mobile services will be reinstated once you have paid the full outstanding balance. When your next invoice is generated, you will be charged a late payment fee of N\$ 91.30 (VAT exclusive) (refer to section 12(b) of MTC's Terms & Conditions of the Subscriber Service Agreement).

Please note:

- Every cell phone contract has a **monthly usage limit (MUL)**. If your MUL is depleted, you are required to make a **Prepayment**, in order to top-up your MUL and perform outgoing calls for the remaining month.
- Every cell phone account has a **due date** (either the 14th or 28th), on which the due invoice must be paid. This is an **Invoice payment**.
- When making a payment via EFT or direct Deposit to / at MTC's bank, please state your reference number in the following format: The reference number must have 14 numeric's, of which the first 7 characters must be **000081** followed by a valid 7-digit cellphone / MSISDN number (0000081xxxxxxx or 00000811234567).

Where and how to pay:

- 1) Make your payment at any **Mobile Home (MH) counter**.
 - Instruct MH agent if your payment is a Prepayment or Invoice payment.
- 2) Make your payment at any **Mobile Home vending machine**.
 - Select if your payment is a Prepayment or Invoice payment.
- 3) Make payment via **Electronic Fund Transfer (EFT)**. (See details below)
 - If making a Prepayment, pay into the MTC Contract Prepayment bank account.
 - If making an Invoice payment, pay into the MTC Contract Invoice Payment bank account.
- 4) Make a **direct deposit at MTC's bank**. (See details below)
 - If making a Prepayment, pay into the MTC Contract Prepayment bank account.
 - If making an Invoice payment, pay into the MTC Contract Invoice Payment bank account.
- 5) **Sign up for the Direct Debit** payment method at any Mobile Home.
- 6) **Or Pay Online** via the website https://www.mtc.com.na/billing/pay_invoice

First National Bank - account details:

Account name: MTC Contract Prepayment
Account no: 62259800433
Branch code: 289180

Account name: MTC Contract Invoice Payment
Account no: 55500137580
Branch code: 289180

- Payments made into an incorrect bank account cannot be rectified.
- Terms & conditions apply