

MTC Infinite Plans

Frequently Asked Questions

| Plans | Monthly subscription | Money Wallet | Contract periods | Phone allowed | Connection Fee |
|--------------|----------------------|--------------|------------------|---|----------------|
| Infinite i | 350 | 350 | 12,24,36 | 1 Device Equipment Plan subscription allowed per package based on the amount as per the credit score criteria | N\$218 |
| Infinite ii | 550 | 550 | 12,24,36 | | N\$218 |
| Infinite iii | 750 | 750 | 12,24,36 | | N\$218 |
| Infinite iv | 950 | 950 | 12,24,36 | | N\$218 |
| Infinite v | 1150 | 1150 | 12,24,36 | | N\$218 |
| Infinite vi | 1350 | 1350 | 12,24,36 | | N\$218 |
| Infinite vii | 1550 | 1550 | 12,24,36 | | N\$218 |

1. WHAT ARE INFINITE PLANS?

The Infinite plans are a solution that caters to the needs of our customers who require the flexibility to build their own monthly package according to their preferred usage.

2. WHAT ARE THE CONTRACT PERIODS THAT I CAN OPT FOR WHEN SIGNING UP FOR THE INFINITE PLANS?

The contract periods are 12, 24 and 36 months.

3. WHO CAN SIGN UP FOR THESE PLANS?

These plans are available to Individual and Business Post-Paid Customers. These plans are available to the SmartShare package as a voice option.

4. WHAT ARE THE UNITS THAT I WILL RECEIVE WHEN I SIGN UP FOR THE INFINITE PLANS?

Each month, Customers will receive a Money wallet equal to the monthly subscription with which they will purchase Voice, SMS and Data bundles from a predetermined list of bundles with the money wallet.

5. HOW MUCH DO THE INFINITE BUNDLES COST?

INFINITE BUNDLES:

DATA BUNDLES

| Bill Cycle bundles GB | Bundle Cost N\$ | Cost per GB |
|-----------------------|-----------------|-------------|
| 1 | 20 | 20 |
| 5 | 80 | 16 |
| 10 | 140 | 14 |
| 25 | 310 | 12 |
| 50 | 500 | 10 |
| 75 | 700 | 9 |
| 100 | 800 | 8 |

VOICE BUNDLES

| Bill Cycle bundles | Bundle Cost N\$ | Cost per minute |
|--------------------|-----------------|-----------------|
| 250 | 50 | 0.200 |
| 500 | 90 | 0.180 |
| 750 | 130 | 0.173 |
| 1000 | 150 | 0.150 |
| 1500 | 200 | 0.133 |
| 2000 | 220 | 0.110 |
| 3000 | 300 | 0.100 |

SMS BUNDLES

| Bill Cycle bundles | Bundle Cost N\$ | Cost per SMS |
|--------------------|-----------------|--------------|
| 50 | 5 | 0.100 |
| 100 | 8 | 0.080 |
| 200 | 14 | 0.070 |
| 500 | 25 | 0.050 |
| 1000 | 40 | 0.040 |
| 2000 | 50 | 0.025 |

6. WILL I BE CHARGED FROM MY MONEY WALLET IF I DON'T BUY BUNDLES?

Yes. You can make use of the Money wallet for national calls, sending SMS and data sessions that will be significantly cheaper than the normal out of bundle charges.

7. HOW MUCH WILL I BE CHARGED PER CALL, SMS, OR DATA SESSION IF I DO NOT BUY BUNDLES FROM MY MONEY WALLET?

NATIONAL

| | | |
|-------------|-----|---------------------|
| Call tariff | 36c | Per minute charging |
| SMS tariff | 20c | Per SMS |
| Data | 50c | Per MB |

8. HOW MUCH WILL I BE CHARGED IF I DEplete MY BUNDLES, MONEY WALLET AND IF I START USING AIRTIME FROM MY SERVICE USAGE LIMIT , PREPAYMENT OR RECHARGE WALLETS?

NATIONAL

| | | |
|-------------|-----|---------------------|
| Call tariff | 99c | Per minute charging |
| SMS tariff | 30c | Per SMS |
| Data | 70c | Per MB |

9. CAN I PURCHASE INFINITE BUNDLES IF I DEPLETED MY MONEY WALLET?

Once the Money wallet is depleted you will not be able to purchase additional Infinite Bundles for that month. However, you can purchase other available bundles with your available credit from Service Usage Limit, Prepayment or Recharge wallets.

10. WILL MY UNUSED MONEY WALLET AND UNUSED INFINITE BUNDLES BE CARRIED OVER TO THE NEW CYCLE?

No, Unused Money Wallets and unused Infinite bundles purchased will expire on bill cycle change every month either on 14 or 28 of the month depending on which billing cycle you are on.

11. WHEN CAN I BUY MY MONTHLY INFINITE BUNDLES?

You can purchase your once-off infinite bundles as soon as the monthly Infinite Money have been loaded and continue purchasing through out the month while you still have sufficient Infinite Money. Alternatively, you can subscribe to recurring Infinite Bundles which will be added automatically on the new Bill Cycle.

12. WHERE DO I BUY MY MONTHLY INFINITE BUNDLES?

You can purchase your Infinite bundles via *682#, the MyMTC mobile App and the MTC website. Recurring bundles however are only available via *682# and the MyMTC mobile App.

13. WHAT ARE RECURRING INFINITE BUNDLES?

The recurring Infinite Bundle allows you to subscribe to Infinite Bundles that will be added automatically every month on Bill Cycle change. Bundles will be charged from your Infinite Money at the beginning of the new cycle every month either on 14th or 28th of the month depending on which billing cycle you are on.

14. IS THERE A MONEY LIMIT TO THE RECURRING BUNDLES THAT I CAN SUBSCRIBE TO?

Yes, you can only subscribe with bundles up to the value of your monthly allocated Infinite Money.

15. HOW DO I SUBSCRIBE TO RECURRING INFINITE BUNDLES?

- *682#, select Bundles, Infinite, Infinite recurring, and then Add Infinite recurring to select your bundles.
- Via the MyMTCApp.

16. WILL I RECEIVE THE RECURRING BUNDLES IMMEDIATELY AFTER ADDING IT?

The recurring bundles selected will only be added on the next bill cycle, but customers can select once off bundles for the current month.

17. CAN I UNSUBSCRIBE FROM THE RECURRING SERVICE?

Yes, this bundle can be cancelled when not needed anymore and will expire at the end of the cycle during which it was cancelled.

18. CAN I CHANGE MY RECURRING BUNDLE?

Yes, first unsubscribe the current bundles you selected and re-subscribe with the bundles of your choice. The new selection will be added on the new Bill Cycle.

19. HOW DO I UNSUBSCRIBE FROM RECURRING INFINITE BUNDLES?

- Dial *682#, select Bundles, Infinite, Infinite recurring, and then Remove Infinite to remove the recurring Infinite Bundle.
- Via the MyMTC App where you have the option to unsubscribe from the recurring Infinite Bundle.