

MTC TV+ Frequently asked questions

1. What is MTC TV+?

Namibia's new Premium Live and Premium On-Demand music, lifestyle, sports, fashion, education and entertainment content streaming platform.

2. How do I access MTC TV+?

Simply log on to www.MTCTVPLUS.com on any major browser.

3. What is a Premium Live Show?

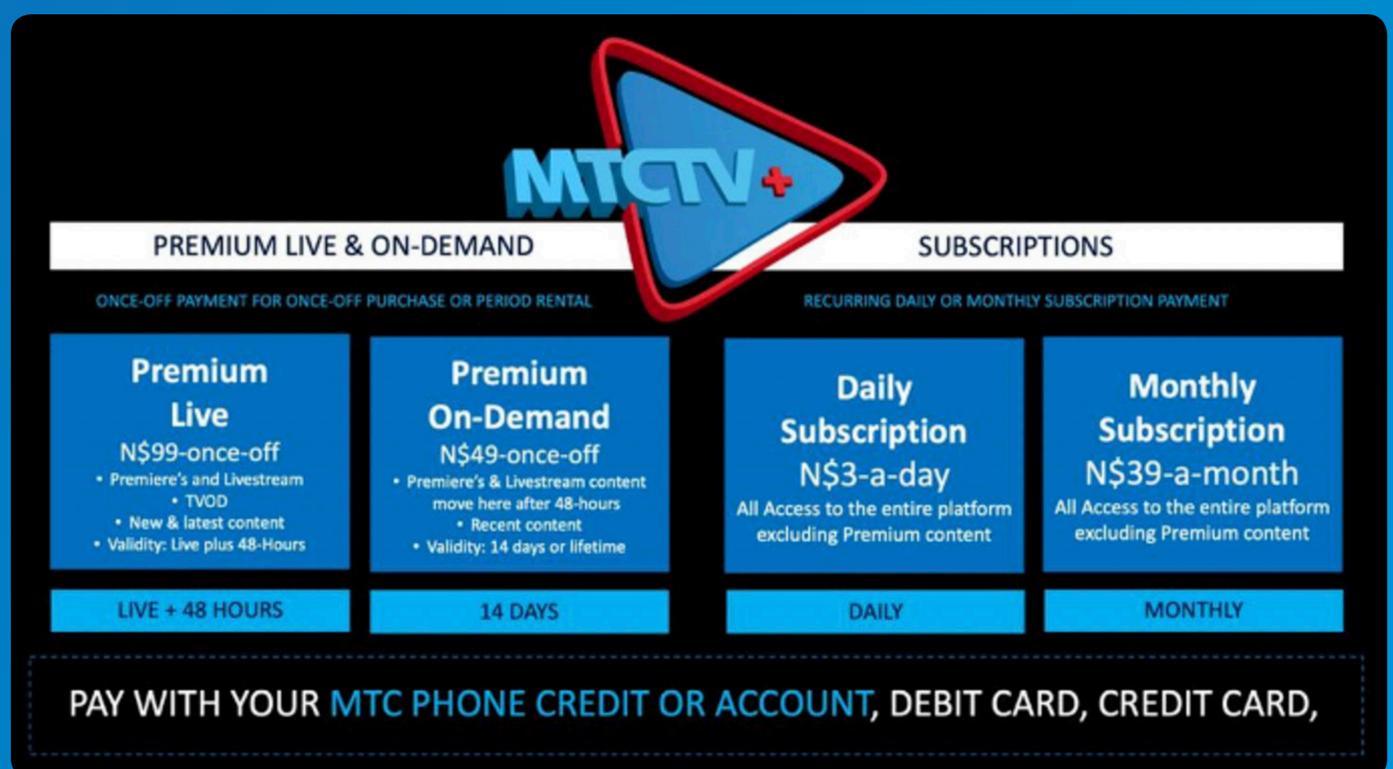
A very high-quality video and audio-visual live production experience, live from your favorite artist's concert, or any show across Namibia, Africa and rest of the world, live on your MTC device in your house, on the road or wherever you are.

4. What is a Premium On-Demand Show?

A very high-quality recorded and produced video and audio-visual experience, live from your favorite artist's concert, or any show across Namibia, Africa and rest of the world, live on your MTC device in your house, on the road or wherever you are.

5. What are the subscription options for MTC TV+?

- Normal Subscription: N\$3 per day
- Monthly Subscription: \$39 per month
- Premium Live: N\$ 99 once-off
- Premium On-demand: N\$49 once-off



The graphic displays the MTC TV+ logo at the top center. Below it, two main categories are shown: 'PREMIUM LIVE & ON-DEMAND' and 'SUBSCRIPTIONS'. Under 'PREMIUM LIVE & ON-DEMAND', there are two options: 'Premium Live' (N\$99-once-off, including Premiere's and Livestream, TVOD, and New & latest content, with a validity of Live plus 48-Hours) and 'Premium On-Demand' (N\$49-once-off, including Premiere's & Livestream content move here after 48-hours and Recent content, with a validity of 14 days or lifetime). Under 'SUBSCRIPTIONS', there are two options: 'Daily Subscription' (N\$3-a-day, All Access to the entire platform excluding Premium content) and 'Monthly Subscription' (N\$39-a-month, All Access to the entire platform excluding Premium content). At the bottom, a dashed box contains the text: 'PAY WITH YOUR MTC PHONE CREDIT OR ACCOUNT, DEBIT CARD, CREDIT CARD,'.

6. What are the payment methods available on MTC TV+?

Simply pay with your MTC airtime. Just use your MTC phone number, add it to your MTC recurring bill or use your debit or credit card to make payment.

7. How do I buy a ticket to a Premium Livestream Concert?

Simply click on the blue "Buy with MTC" button on the concert of your choice on MTC TV+.

8. What is included in the daily subscription package?

The daily subscription package allows you to browse and access all the content on MTC TV+ as often as you would like, excluding the listed Premium Live and Premium On-Demand content.

9. What is included in the monthly subscription package?

The monthly package allows you to browse and access all the content on MTC TV+ as often as you would like, excluding the listed Premium Live and Premium On-Demand content.

10. How do I unsubscribe?

To unsubscribe from your daily subscription SMS "STOP mtctvday" to 101.

To unsubscribe from your monthly subscription SMS "STOP mtctvmonth" to 101.

You can also cancel your subscription under the billing tab by selecting "change plan" and then selecting "cancel membership".

11. What is included in a ticket bought for a livestream concert?

Real-time access to the live show as it happens, including viewing of the recorded show for an additional 48-hours after the live show has finished.

make the connection



12. What is included when I purchase a Premium On-Demand show?

Unlimited access to view the show as often as you would like for 14-days from the date of purchase.

13. What is the difference between Premium Live and Premium On-Demand?

Premium Live is "live" and in real-time as it happens while Premium On-demand is when we premiere a previously packaged and "recorded" show that is no longer live or in real-time.

14. If I subscribe to the Daily or Monthly subscription packages, how long is the period I am tied in for?

There is no fixed obligation to any of the subscription packages meaning you can cancel anytime. Cancellation will start as soon as your existing subscription period ends.

15. Is there bandwidth limit or can I stream on the max bandwidth I have available on my device?

Your device will automatically pick up your highest available bandwidth. It will try stream all shows in full HD, but if it detects your bandwidth is lower, then it will auto adjust the video quality and keep streaming at a lower quality. You can also adjust the quality manually by using the button at the bottom right of your video player on MTC TV+.

16. Can I purchase Premium Live and On-demand and watch without creating a profile?

No, MTC TV+ will automatically create a profile for you. You will however only be able to access the content you subscribed to or that you purchased once-off as Premium Live or Premium On-Demand shows.

17. Am I required to create a profile for daily and monthly subscriptions, or can I skip the profile creation process?

If you do not create a profile you will not be able to view the content purchased.

18. Can I access my profile on any device once I have subscribed?

Yes, you can access your profile on any device that supports any of the known global browsers. You can also use the cast functionality to send the show from your phone, computer or laptop to any other TV or big screen device if you like.

19. Can I use my debit card or mobile wallet to make payment?

You can make payment by using your MTC airtime, adding the payment to your bill or use any debit or credit cards. Mobile Wallet will be supported in future upgrades.

20. Is there any security or copyright protection for live shows or can I screen record a show?

You cannot record or rip any content on MTC TV+ as all content is copyright protected. You will be breaking the law if you do so and may be subject to prosecution if found guilty of such an attempt.

21. What do I do if I misplaced my username or can't remember my password?

You can click on the password reset button on MTC TV+ or send a query to our support team at support@mtctvplus.com who will then be able to provide you with assistance. You can also contact our Customer Contact Centre at 13000.