

# MTC UPSKILL-HUB

## Frequently Asked Questions

### 1. HOW CAN I SUBSCRIBE TO UPSKILL HUB?

You can subscribe to UpSkill Hub by using your cellphone number or via the UpSkill Hub portal.

### 2. DO I HAVE TO PAY TO WATCH THE CONTENT?

UpSkill Hub is a subscription-based service. To watch the content, subscribe to one of the below offers:

OFFERS	VALIDITY (DAYS)	VALUE (N\$)
OPTION 1	1	3.00
OPTION 2	7	15.00
OPTION 3	30	30.00

### 3. DO I NEED TO SUBSCRIBE BEFORE I CAN BROWSE THROUGH CONTENT?

Yes, you need to subscribe to the service to get access to the content.

### 4. WHAT ARE THE METHOD OF PAYMENTS AVAILABLE TO PAY THE SUBSCRIPTION AMOUNT?

You can pay for a UpSkill Hub subscription via USSD or the portal using your MTC airtime only.

### 5. HOW DO I CONTACT SUPPORT TEAM?

To contact us, go to the menu, click the Support tab and navigate the desired product for assistance. You can also write to us directly at [CustomerCare@mtc.com.na](mailto:CustomerCare@mtc.com.na) or call our customer care on 13000 and/or 12000.

### 6. HOW DO I UNSUBSCRIBE TO THE SERVICE?

To unsubscribe to the service, you can click on the manage subscriptions option via the \*642# USSD menu or unsubscribe via the UpSkill Hub portal.

### 7. DO I NEED TO SUBSCRIBE AGAIN AFTER MY VALIDITY IS OVER?

No, the service is on auto renewal. Once your validity is over your service will be automatically renewed.

### 8. WHAT IF I HAVE LOW BALANCE ON AUTO RENEWAL DATE?

If you have low balance on the renewal date your renewal will be attempted again the next day.

### 9. CAN I USE THE SERVICE IF MY RENEWAL HAS FAILED DUE TO LOW BALANCE?

Yes, we allow 7 days access, you can use the service for 7 days even after having low balance.

### 10. WHAT ARE THE MODES OF SUBSCRIPTIONS?

You can subscribe using the web: <http://upskill-hub.mtc.com.na/> or you can dial \*642# to subscribe or you can also find service on \*682# menu.

### 11. DO I NEED TO SUBSCRIBE TO COURSES ONE BY ONE?

No, once you subscribe to the service you get access to all the courses available on the portal.

### 12. HOW MANY COURSES CAN I HAVE ACTIVE AT ONCE? IS THERE A LIMIT TO THE NUMBER OF COURSES OFFERED PER SUBSCRIPTION?

There is no limit to the number of courses.

### 13. IS THERE A FEE PAID TO WRITE THE FINAL TEST ON A COURSE?

No additional fee required to write the test.

### 14. IF I FAIL THE TEST HOW LONG UNTIL I CAN RE-WRITE THE TEST OR IS THERE A SUPPLEMENTARY TEST.

You can immediately rewrite the test, but it is recommended to go through the course again and then rewrite the test.

### 15. HOW MUCH IS EACH MODULE?

One subscription allows access to all modules - no need to buy modules separately.

### 16. WILL I GET CERTIFIED AT THE END OF MY COURSE?

If you pass the test, you will get a certificate.

### 17. HOW LONG WILL IT TAKE FOR ME TO GET MY CERTIFICATE?

It is instant, if you pass the test, you get certificate immediately after that.