

# MTC Infinite Plans

## Terms and Conditions

- THE INFINITE PLANS ARE DESIGNED AS SOLUTION TO CATER FOR THE NEEDS OF OUR CUSTOMERS THAT NEEDS THE FLEXIBILITY TO BUILD THEIR OWN PLANS AND SHALL INCLUDE THE FOLLOWING:
  - The Infinite Plans shall be offered on a 12, 24 and 36 months basis;
  - The plans range from N\$350 up to N\$1550 monthly subscription per month.
  - 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 and build their own plan.
  - Customers can also make use of the Money wallet to make national calls, send SMS and data sessions that will be significantly cheaper than the normal out of bundle charges.
  - Once the Money wallet is depleted customers will not be able to purchase the Infinite Bundles, they can however purchase other available bundles as specified on the Bundles sheet with their available credit.
  - Unused Money Wallets and unused Infinite bundles purchased will expire on bill cycle change every month.
  - Customers can also make use of their Usage Limit, prepayments and recharges for Out of Bundle usage such as International calls, Roaming, additional bundle purchases and any other out of bundle usage.
  - The Infinite Plans shall be available to Residential and Business Post-Paid Customers as well as be available to the SmartShare package as a voice option.
  - Customers have the option to subscribe to recurring infinite bundles that will be added automatically every month on Bill Cycle change.
  - Recurring Infinite bundles will be charged from the Infinite Money at the beginning of the new cycle every month either on 14 or 28 of the month depending on their billing cycle.
  - Customers can only subscribe with infinite recurring bundles up to the value of their monthly infinite money.
  - Customers can change their current recurring bundles to their preferred bundles, which will be loaded at the beginning of the new cycle every month either on 14th or 28th of the month depending on their billing cycle.
  - The infinite recurring bundles can be cancelled anytime and will subsequently expire at the end of the cycle during which it was cancelled.

- THE INFINITE PLANS AVAILABLE ARE AS FOLLOW:

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

### IN MONEY WALLET/BUNDLE TARIFFS:

#### NATIONAL

Call tariff	36c	Per minute charging, from the 1st second
SMS tariff	20c	Per SMS
Data	50c	Per MB

### OUT OF MONEY WALLET/BUNDLE TARIFFS: FROM SUL, PREPAYMENTS AND RECHARGE WALLETS

#### NATIONAL

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

### 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

- PRIORITIZING OF INFINITE USAGE:

- NATIONAL VOICE MINUTES
  - o Infinite voice Bundles
  - o Infinite money wallet
  - o Any other Voice bundles
  - o SUL, Prepayments or Recharges
- NATIONAL SMS
  - o Infinite SMS Bundles
  - o Infinite money wallet
  - o Any other SMS bundles
  - o SUL, Prepayments or Recharges
- DATA
  - o Infinite data Bundles
  - o Infinite money wallet
  - o Any other Data bundles
  - o SUL, Prepayments or Recharges

- ALL OTHER USAGE
  - o SUL, Prepayments or Recharges

- MTC SHALL NOTIFY THE CUSTOMER VIA SMS ON THE DEPLETION OF THEIR INFINITE INCLUDED DATA ONCE 80% AND 100% OF THE DATA QUOTA IS REACHED.
- THE DATA INCLUDED IN ANY SERVICE PLAN, OR ANY DATA BUNDLE, CANNOT BE USED WHEN THE CUSTOMER IS ROAMING INTERNATIONALLY.
- THE DATA VOLUMES INCLUDE BOTH DOWNLOADED AND UPLOADED DATA. A GIGABYTE IS 1024 MEGABYTES (MB).
- BY SUBSCRIBING TO THE QUALIFYING PRODUCTS, THE CUSTOMER AGREES TO BE BOUND BY THESE TERMS AND CONDITIONS.
- MTC WILL NOT BE HELD LIABLE FOR ANY CONTENT THAT IS OF AN OFFENSIVE OR EXPLICIT NATURE.
- IF, IN MTC'S REASONABLE OPINION, A CUSTOMER IS DEEMED TO BE ABUSING THE SERVICE IN ANY WAY, SUCH CONTENT CREATING OR SHARING CONTENT THAT IS OF AN OFFENSIVE OR EXPLICIT NATURE, MTC MAY ASK SUCH A CUSTOMER TO MODERATE THEIR BEHAVIOR AND, IN EXTREME CASES, MTC MAY BLOCK ACCESS TO DATA SERVICES, OR DISCONNECT THE CUSTOMER.
- THE CUSTOMER'S CONNECTION SPEED WILL DEPEND ON VARIOUS FACTORS, INTER ALIAS USB DONGLE, WIFI ROUTER OR DEVICE, THE COVERAGE IN YOUR AREA, THE NETWORK CONDITIONS AND OTHERS FACTORS. VISIT [HTTP://WWW.MTC.COM.NA/COVERAGE](http://www.mtc.com.na/coverage) FOR THE MTC COVERAGE MAP, CALL THE CALL CENTER ON 13000 OR 12000 FOR GENERAL QUERIES, OR VISIT AN MTC MOBILEHOME.
- 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 PROMOTION.
- MTC RESERVES THE RIGHT TO SUSPEND THE CUSTOMER'S ACCESS TO THE CAMPAIGN IN THE EVENT THAT FRAUDULENT ACTIVITY IS SUSPECTED, AND IF THE OUTCOME OF AN INVESTIGATION PROVES THAT FRAUDULENT ACTIVITY DID OCCUR, MTC SHALL NOT BE ENTITLED TO TERMINATE THE CAMPAIGN. CUSTOMERS WILL NOT HAVE A CLAIM AGAINST MTC.
- MTC MAY WITHDRAW PRODUCT OR SHORTEN THE DURATION OF THE AVAILABILITY OF THE PRODUCT IN ITS SOLE AND ABSOLUTE DISCRETION AND WILL NOTIFY CUSTOMERS IN ADVANCE IF IT CHOOSES TO DO SO. CUSTOMERS WILL NOT HAVE A CLAIM AGAINST MTC IN THIS EVENT.
- ALL STANDARD TERMS AND CONDITIONS OF MTC APPLY.