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**PRESS RELEASE: MTC GIVES CUSTOMERS THREE NEW WAYS TO CONNECT**

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**08 February 2021 – Windhoek** – Adhering to its customer-centric culture, and constant efforts to innovate, and bring about convenience in telecommunications industry, MTC has last week launched “**Customer Care in The Palm of Your Hands Services,**” namely WhatsApp for Business, Webchat, and Facebook Direct Messenger.

In today’s modern world, much of conversations happen through the electronic medium. Whether it is for marketing purposes or for personal use, utilizing the power of electronic media has proven to work better and be more efficient than other communication channels for many reasons.

According to Viv Tuneeko, MTC’s Acting General Manager for Sales and Services, the service is first of its kind in Namibia and will provide customers with instant technical support, customer and sales enquiries 24 hours a day, 7 days a week.

“We are very excited to be one of the very first companies in mobile telecommunications industry to launch a fully functional WhatsApp for business service in Namibia. MTC strives to provide first class customer service and support across the country. With this innovative WhatsApp service, our customers can now communicate, chat and ask any question they have 24 hours a day, 7 days a week by contacting one of our customer service experts on WhatsApp number +264 811 500 100.”

Shedding light on how it works, Tuneeko said that “for WhatsApp instant services, we advise that customers save the number +264 811 500 100 as “MTC Care” on their phones, so that they will always have it with them and enjoy instant response whenever they ask MTC product and services related queries. This instant response to customer queries is extended on Facebook Direct Messenger; and Webchat. This is an automatic screen pop-up which allows customers who visit our website to engage with us instantly.”

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