

PULSE & CHILL PROMO (DIGITAL) TERMS AND CONDITIONS

(To be published on our website)

1. The promo targets only MTN Smartphone customers.
2. Although the promo participation is open to SIMs that download My MTN App and transact MoMo and Mashup activities on the App, winner selections and rankings will be limited to only participants with up to 35 years age.
3. As a digital oriented promo, there will be no opt in by way of USSD channel. All Smartphone customers on MTN qualify to participate in the promo.
4. The minimum spend to accrue promo point is **one pesewa** and above.
5. Customers points target will be done once at the commencement of the promo and will remain the same during the duration of the promo.
6. All promo participants will enjoy a one off 50,000 start up cushioning points.
7. Participants enjoy the 50,000 once per month. Therefore, all App installations after uninstalls will not attract additional 50,000 start up points. Within the same month.
8. All MTN Smartphone customers who purchase data outside Mashup on My MTN App will not earn promo points.
9. Monthly prize rewards will be based on the percentage margin at which participants exceed their target points ranked from the highest percentage margin to the lowest.
10. Usage on bundles does not accrue points. This is because payment is made at the time of purchase on My MTN App and points are awarded at purchase stage and not usage stage.
11. Purchase of Airtime alone does not earn points.
12. All "Just For You" (JFU) purchases on MY MTN App will not earn points.

Internal

13. If a Smartphone customer mashups on My MTN App for any SIM or device, the Smartphone customer that undertakes the mashup earns the relevant points. Recipients of gift packages do not accrue points.
14. All Mashup and MoMo transactions done on My MTN App during roaming will accrue points.
15. Promo participants can check their points on My MTN App at any time of the day.
16. Points that will be displayed on My MTN App give participants a fair idea as to how they are performing in the promo and cannot be deemed as the very final points accrued. Final points are determined by actual mashup activities or MoMo transactions on the App available on Customer Data Records (CDR) indicating every spend and transaction on My MTN App at the end of the month.
17. In case there are challenges on the accumulator, manual computation of points using CDR will be used for winner selection and rankings.
18. Customer gains points based on purchase. Thus, customer accrues 5 points for every pesewa spend as a MoMo fee paid or or mashup activity on My MTN App.
19. MoMo transactions on My MTN App that earn promo points are limited to:
 - i. MoMo Pay excluded Merchant to Merchant payments
 - ii. Peer to peer money transfers excluded all transactions without fees such as the first up to Ghc100 daily transfers.
20. MoMo points allocation will be based on the fees charged and not the quantum of transactions.
21. Every pesewa paid as MoMo fee earns participant 5 points.
22. Points accrued will have no bearing on the ensuing month in the case of monthly winner rankings. Participants will have to do fresh network activities on My MTN App to accrue points during the new month.
23. SIMs dedicated solely for commercial transactions by Mobile Money merchants are exempted from this promotion.
24. In case of a tie, priority will be given to customers with a longer tenure.

Internal

25. In case there is a tie in tenure, three months ARPU prior to promo month will be used to select winner.
26. MTN Staff and their spouses as well as third party agents are exempted from this promo.
27. Prizes will be rolled over to the next highest in the rank after exhausting all efforts to reach the winner including calling their frequently called numbers for assistance without success in 48 hours.
28. Winners duly informed of their prizes will be given a two-week notification to claim their prize or indicate interest in the prize. If the winners selected are not available to claim the prize after two weeks, such prizes will be returned to chest and added to the prizes for the next promo.
29. MTN reserves the right to disqualify a winner when it is proven that the winner used any fraudulent means to participate in the promo. Such customers will be handed over to the police to face the law.
30. Promo duration can be extended whenever MTN deems it appropriate.
31. All customers who undertake mashup and Mobile Money reversals will be disqualified from winner selection and rankings for the month.
32. Points accrued by promo participants remain personal customer information of participants and MTN will not publish such information publicly in line with data privacy and protection.
33. **Winners will be notified only by MTN authorized personnel and via the number 0244 300 000**