

## MTN REWARDS – TERMS AND CONDITIONS

Welcome to MTN Rewards, where you get to enjoy amazing rewards such as airtime data and other great deals every day of the week from selected third-party vendors nationwide.

MTN Rewards is a loyalty point-based system designed to reward you, our cherished customers with points each time you use your MTN number. Your accumulated points can be redeemed for on-net rewards like airtime and data packages and amazing discounts from selected third-party vendors.

Now there is more! Keep using your number all week and enjoy 50% discount on your first redemption on Fridays (Thank God It's Friday). Just keep talking, texting, browsing and transacting on MTN Mobile Money to accrue more points and get ready for an exciting and delightful experience on MTN Rewards.

### THE ORGANIZER

(A) This point-based reward system is organized by Scancom PLC (MTN Ghana), a company incorporated and operating under the laws of the Republic of Ghana, (hereinafter: "Organizer") and it is subject to these Terms and Conditions.

(B) The present Terms and Conditions apply to participation of all Pay-As-You-Go (PAYG) customers. The Terms and Conditions are available to all the Customers at [www.mtn.com.gh](http://www.mtn.com.gh) ("MTN Rewards Website") and are subject to amendments in accordance with these Terms and Conditions and such amendments will be made available via [www.mtn.com.gh](http://www.mtn.com.gh).

### Definitions:

**"Terms and Conditions"** means this Terms and Conditions, including all the annexes and amendments thereof;

**"Short Code"** means the short code **\*550#**

**"Website"** means Website (Site):

<https://mtn.com.gh/mtn-rewards/>

**"Customers"** means, unless otherwise expressly provided herein, every MTN customer permitted by these Terms and Conditions to benefit from this Point-Based Rewards system.

**"Service"** means the MTN Rewards (Point-Based system)



This offer is available to all PAYG MTN customers on the following terms:

1. Offer is for all PAYG customers who perform revenue generating activities daily.
2. Customers have access to redeem On-net and off-net rewards daily.
3. Every ten (10) pesewas spent earns the customer one (1) point.
4. Points accrued can either be used to redeem on-net offers (Airtime and Data) or redeem discounts from third party vendors mentioned herein.
5. Third-Party vendors include but are not limited to Just Chinese in Accra, Santinos Fine Meats and Sausages in Accra and Kumasi.
6. Voucher codes generated after the customer redeems their points are valid for thirty (30) days and cannot be used after expiry.
7. Points can be redeemed through the short code **\*550#**.
8. Redemption of points will be per available on-net offers and negotiated discounts or packages from our third-party vendors for non-network offers.
9. A customer can only redeem an offer or get a discount on same up to the total value of accrued points.
10. Active voucher codes can be viewed on the USSD menu **\*550#**.
11. Usage of free/bonus airtime does not form part of customers spend for the given period.
12. A customer can transfer points from an MTN number to another MTN number.
13. A customer cannot transfer points to self.
14. All unredeemed loyalty points will be reset to zero successively starting from the 20<sup>th</sup> of December every year, and customers will start accruing points again from 12am on January 1st of the following year.
15. Customers who accrue points after the reset before the 31<sup>st</sup> of December will have their accrued points carried over into the next year.



16. Terms and conditions will apply as per agreement with third parties for non-network offers.

**Friday Offer (Thank God It's Friday)**

17. Offer is available to selected customers who generate revenue for seven (7) consecutive days in a week
18. Customers get fifty percent (50%) discount on their first redemption.
19. Customers will receive bulk sms of the offer every Friday.
20. Customer can view offers on the MTN Rewards portal [www.mtn.com.gh/personal/loyalty/mtn-rewards/](http://www.mtn.com.gh/personal/loyalty/mtn-rewards/).
21. Payment for discounts from third-party vendors will have to be made via MTN mobile money.
22. Offer shall be valid while stocks last.
23. Other terms and conditions may apply.
24. Subject to the foregoing, MTN reserves the right to change these terms and conditions at any time and customers shall be notified via MTN website [mtn.com.gh/personal/loyalty/mtn-rewards/](http://mtn.com.gh/personal/loyalty/mtn-rewards/) and by continuing to use the Service you shall be deemed to have accepted these and any varied terms and condition which shall be posted on the Service.
25. The Service and features within the Service may be protected by intellectual property rights belonging to MTN or to its licensors. No license is granted to You in respect of any such rights, except to the extent required for Your personal use of the Service in accordance with these terms and conditions. MTN and any other MTN product or service name are trademarks of MTN, and You shall not be entitled to reproduce such marks (other than to the extent required for Your personal use of the Service) without our prior written consent.
26. MTN provides MTN Rewards on an "as is" and "as available" basis, in the hope that you find it useful. MTN does not warrant that MTN Rewards will be free of errors, faults or interruptions and we shall not be liable to you in connection with (but not limited to):
  - a. any cause beyond our reasonable control.
  - b. any failure or delay in the use of or inability to use any component of the service.
  - c. any loss, claim or damage including loss or corruption of data howsoever arising.
27. Components of the Service may be supplied to MTN by third parties and MTN makes no promises, and does not accept any liability, either expressed or implied as to the Service, including but not limited to its accuracy, relevance or quality.



28. **Service is effective 1<sup>st</sup> April 2021**
29. By participating in the Service, the Participant expressly agree that personal data which they supply shall be processed by the MTN for the purpose of executing the Service and also for the purpose of publicizing the Service and MTN. It is hereby specified that MTN guarantees that publicity, entailing the sharing with third parties of personal data supplied as a result of participation in the Service, (including through television, the press, leaflets and other means and format of communication) shall be made only with respect to the beneficiaries of the service and will only indicate the given names and surnames of customers, their images and voices, made for the sole purpose of publicity connected to the Service.
30. Participation in the Service shall be deemed as customer's express consent for the use of this data in the manner herein defined. Notwithstanding the above, personal data of the customers will be retained by MTN in accordance with the law.
30. MTN respects the privacy of customers of this Service and accordingly personal data collected during this Service will be treated as private and confidential and in accordance with Data Protection laws of Ghana.
31. This Service is organized under and governed by the laws and statutes of the Republic Ghana.

