

Yello Home Launch Comms – Website Publication

We are pleased to announce the official launch of Yello Home, our new consumer broadband offering that replaces Turbonet.

Sales have commenced on a pilot basis in selected branches across Ghana (details of pilot branches at the bottom of message). This phased rollout will help us ensure smooth operations and deliver the best possible customer experience.

Key features

- Affordable **Standard** and **Flexi** packages tailored for home use
- Reliable connectivity with improved coverage and faster speeds
- Seamless internet access for work, study, and entertainment

Customer benefits

- Competitive pricing that makes home internet more accessible
- Stronger network performance
- Simple onboarding and responsive customer support

Frequently Asked Questions

1. What is Yello Home?

Yello Home is MTN's Fixed Wireless Access (FWA) broadband solution, designed to provide fast, reliable, and affordable internet connectivity for households. Delivered through a plug-and-play 4G it enables customers to stay connected from home for work, learning, entertainment, and everyday digital needs without the complexity of fixed-line installation.

2. How do I purchase data for my Yello Home router?

You can purchase Yello Home data bundles using:

- **USSD *5060#**

3. Can I link my mobile number to my Yello Home account?

Yes. Customers can link their MTN mobile number to their Yello Home account to access self-service options and manage their broadband service more conveniently.

4. What can I do using *5060#?

Customers who have linked their MTN mobile number can use *5060# to:

- Check account balance
- Purchase data bundles

5. Is there any charge for linking my mobile number or email address?

No. Linking your MTN mobile number and email address to your Yello Home account is free.

6. What is the difference between Yello Home and Yello Biz routers?

Feature	Yello Home Router	Yello Biz Router
Bundle	Same Bundles	Same bundle
Channel (USSD)	*5060#	*5060#
Segment	Consumer	Business
Support	HomeCustomerOps.GH@mtn.com / 116	Enterprise Business-0244308111

Southern Ghana Branches	Northern Ghana Branches
Madina	Nhyiaeso
East Legon	Kejetia
Circle	Abuakwa
Koforidua	Obuasi
Roman Ridge	Konongo
Accra Mall	Tamale
Comm. 6	Adum
Comm. 25	Mampong
Junction Mall	Sunyani
Dansoman	KCM
Achimota Mall	Atonsu
Haatso	Bantama
Tesano	Wa
Motorway ext	Kaladan
NIA	Techiman
McCarthy hill	
Comm 1	
37	
Spintex	
Darkuman	
Teshie	
Ho	
Accra central	
Afimpoku	
Takoradi main	
Takoradi MC	
Takoradi Mall	
Kasoa	
Cape Coast-Kingsway	
Winneba	
Abura- Cape Coast	
Tarkwa	

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