# Terms and Conditions

## For The "MTN @30 Promotion"

This is a consumer-based promotion to recognize and appreciate our loyal customers and reward them for both their value and tenure. The three-months promo will reward as many as Thirty Thousand (30,000) customers with prizes ranging from new Toyota Landcruiser Prado's vehicles to cash rewards of up to Ghc30,000.00

The following terms will have the specific meanings assigned thereto in these Terms and Conditions.

| | |
|---|---|
| **APNS** | means Access Point Name |
| **FTTH** | means Fiber to the Home. |
| **FINTECH** | means Financial Technology. |
| **FBB** | means Fixed Broadband. |
| **IDD** | means International Direct Dialing |
| **MSISDN** | means Mobile Station International Subscriber Directory Number |
| **SIM** | means Subscriber Identity Module |
| **Time & Period of Promotion:** | means period beginning on 0:00:01 (GMT) June 1, 2026, and ending on 23:59:59 (GMT) August 31st, 2026; |
| **Beginning Date/ Hour (Beginning):** | means 0:00:01 (GMT) June 1, 2026; |
| **Finish Date/ Hour** | means 23:59:59 (GMT) August 31st, 2026; |
| **Terms and Conditions:** | means these Terms and Conditions, including future annexes and amendments thereof. |

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THE ORGANIZER

The Promotion is organized by Scancom Plc (MTN Ghana), a company incorporated and operating under the laws of Ghana, (hereinafter: **"Organizer"**) under the laws of the Republic of Ghana, and it is subject to these Terms and Conditions.

**Promo Terms & Conditions**

1. The promo is open to all MTN customers.
2. The minimum spend to accrue promo point is 30 pesewas (Ghc0.30)
3. Non voice numbers such as numbers Mobile Wi-Fi (MIFI), Modems, Routers etc. are all included in the promotion provided they are linked to an active SIM.
4. APNs are included in the promo provided they are linked to active voice SIMs.
5. Active parent SIMs (regular SIM with voice functionality) connected to FTTH, APNs, Vehicle tracking, FBB, Turbonet & Yello Biz are eligible to participate in the promotion.
6. All SIMs NOT linked to an identified voice SIM will not accrue points during the promo.
7. All eligible MTN customers will accrue points based on usage and in the case of data and other forms of subscriptions, points will be accrued based on purchases as well.
8. Monthly prize rewards will be based on the cumulative points accrued ranked from the highest points to the lowest.
9. Apart from unlimited bundle purchases, all bundle usages accrue points.
10. To make sure every point is counted accurately, points earned from data used outside your main account will be calculated and added to your total at the end of the month. Rest assured, this will all happen right before we rank our winners!

11. Usage of bonus credit does not accrue points.
12. Recipients of Me2U and Gift bundle data purchases **do not** earn any points at the point of receiving.
13. Recipients of IDD packs, Me2U and Gift pack/bundle data earn points for themselves when they use the packs received.
14. All promo points earned by FTTH numbers and any other non-voice devices will accrue points independently. Whenever such devices win any prize in the promo, the registered voice SIM linked to that FTTH number or the said non voice device will be engaged for the prize presentation.
15. Points accrued will be cleared at the end of each promo month. Participants will have to do fresh network activities to accrue points during the new month.
16. SIMs dedicated solely to EVD and Yello Currency transactions are excluded from this promotion.
17. Extra time loan service does not accrue points.
18. MTN Group-share bundle purchase does not earn promo points.
19. MTN Group-share bundle used by individuals earns promo points.
20. All network activities charged during roaming will accrue points.
21. Rankings and winner selection, however, will be restricted to only customers who accrue a minimum of three thousand (3,000) points in a month.
22. For purposes of this promo, MTN has grouped all the 16 Regions of Ghana under 3 main Zones as classified below:
    **Zone 1 (**Greater Accra, Central, Western, Volta, Oti)
    **Zone 2 (**Ashanti, Bono, Bono East, Ahafo, Western North, Eastern)
    **Zone 3 (**Northern, Upper East, Upper West, Savannah, North East**)**
23. A customer's region is determined by the predominant days when customer's number has been active within a defined locality based on the MTN's cell information for the past 8 months.

24. There will be no points thresholds for customers in this promo. Customers will only be informed of the zone they belong to and encouraged to accrue as many points as possible to be part of the top 3,340 points earners in the zone and be rewarded with prizes ranging from brand new Toyota Landcruiser Prado's to cash rewards of up to Ghc30,000.

25. customers will have to dial the promo code *530# to know their Zone and the points accrued at any point in time during the promo.

26. The top Three Thousand Three Hundred and Forty (3,340) highest points earners from each Zone will be rewarded with prizes ranging from new Landcruiser Prado vehicles to Cash rewards up to Ghc30,000 on monthly basis.
27. Below captures promo Prizes Distribution per Zone per month:

| Position per Zone | Number of Winners per Zone per month | Prize per Winner per month |
|---|---|---|
| 1st | 1 | Brand New Landcruiser Prado |
| 2nd | 1 | 30,000 |
| 3rd | 1 | 10,000 |
| 4th | 1 | 5,000 |
| 5th | 1 | 4,000 |
| 6th to 10th | 5 | 3,000 |
| 11th to 20th | 10 | 1,500 |
| 21st to 40th | 20 | 1,000 |
| 41st to 140th | 100 | 600 |
| 141st to 340th | 200 | 500 |
| 341st to 640th | 300 | 400 |
| 641st to 3,340th | 2700 | 300 |

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|---|---|---|
| **TOTAL** | **3,340** | |

28. Generally, the promo is designed as usage based. Customers gain points based on usage. However, when it comes to bundle purchases and subscriptions, customers are rewarded on two levels. Firstly, customers gain points at the point of purchase. Secondly, customers gain additional points when they proceed to use the bundle as classified below:

| | Purchase Platform | | Usage |
|---|---|---|---|
| **Activity (Every 30 pesewas spent on:)** | **USSD (135, 138, 141,170, 550, 567, 5057, & 5060 short codes)** | **DIGITAL** | |
| **voice** | 1 Point | 2 Points | 3 Points |
| **Data Bundle costing between Ghc0.3 to Ghc299.9 This includes all data purchases listed under the USSD Codes** | 1 Point | 2 Points | 3 Points |
| **Data Bundle costing Ghc300 and above. This includes all data purchases listed under the USSD Codes.** | 2 Points | 5 Points | 3 Points |
| **IDD bundle, Gift pack, Me2 U pack** | 1 Point | 2 Points | 3 Points |
| **Unlimited Data Bundle costing between Ghc0.3 and Ghc299.9** | 3 points | 5 Points | N/A |

| | | | |
|---|---|---|---|
| **Unlimited Data Bundle costing Ghc300 and above** | 5 points | 8 points | N/A |
| **SMS** | 1 Point | 2 Points | 2 Points |
| **RMS/ VAS/3PP Subscriptions** | 1 Point | 2 Points | N/A |
| **MoMo Transactions that attract fees** | 1 Point | 5 Points | N/A |
| **Home Connection/Reconnection outside MyMTN App** | 5,000 Points | | |
| **Home Connection/Reconnection on MyMTN App** | 10,000 Points | | |

| **EXEMPTIONS** | |
|---|---|
| Spin the Wheel-5040 | 0 |
| Extra Time | 0 |
| Bonus Airtime | 0 |

29. Subscriptions and Bundle purchases generate points in blocks of 30 pesewas.
30. All usages generate points in blocks of 10 pesewas.
31. Points accrued under Mobile money are determined by the fees customers generate and not the raw transactions.
32. All MoMo activities not generating charges will not accrue points.
33. Below are the Mobile Money transactions that accrue points:

i. **Money Transfers** – Sending money to another MoMo user.
ii. **Merchant Payments** – Payments made to MoMo merchants using a MoMo Pay ID or mobile number

34. All Home/FBB connections which have been inactive for the past 3 months and above will be rewarded with instant 5,000 points if the re-connection is made outside MyMTN App.
35. All Home/FBB connections which have been inactive for the past 3 months and above will be rewarded with instant 10,000 points provided the re-connection is made via MyMTN App.
36. All new Home/FBB connections made outside digital channels will be rewarded with an instant 5,000 points during the promo period.
37. All new Home/FBB connections made via digital channels will be rewarded with instant 10,000 points during the promo period.
38. No single number will be rewarded with more than 10,000 points in a month irrespective of the number of Home/FBB connections or re-connections linked to that number
39. All customers who accrue a minimum of **15,000** points **but do not** fall within the top 3,340 highest points earners in their respective zones will be rewarded with 3GB valid for one month.

40. Therefore, customers who earn 15,000 and above points in a particular month and fall within the top 3,340 points earners are not entitled to additional 3GB since they will have tangible prize rewards.

41. Customers who win brand new vehicles or cash rewards of Ghc30,000 and Ghc10,000 **cannot** will not be eligible for any other tangible prizes for the reminder of the promo. Such customers will be given 3GB valid for 30 days if they fall within the top 3,340 highest points earners the following promo months.

42. For purposes of this promotion, only one vehicle prize may be awarded to members of the same family household. A family household means a confirmed winner and their spouse or dependent children who ordinarily live together as one domestic unit. Unrelated persons who merely share the same residential address will not be treated as members of the same family household.

43. If a SIM purchases data for any non-voice SIM in a device, the parent / the MSISDN that purchases the data will be rewarded with the applicable promotion points. Usages of bundled data by the linked SIM (Non-voice SIM in a device) will accrue points independently.

44. For the avoidance of doubt, digital activities include any revenue generating activity on My MTN App, Ayoba App, Pulse App & MoMo App.

45. Similarly, USSD activities done on the following short codes attract promotion points: 135, 138, 141, 170, 550, 567, 5057 & 5060, 1848 in addition to portal-based purchases.

46. Usage of bonus rewards from MTN does not accrue points.

47. Customers will not earn points for any form of refund.

48. Airtime and Data given as compensation will not earn promotion points.

49. All network activities charged during roaming will accrue points.

50. MTN's reserves the right to group the 16 regions under three zones.

51. SIMs dedicated solely for commercial transactions by Mobile Money agents and all merchants SIMs are excluded from this promotion.

52. Loyalty points redeemed as airtime or data do not earn points.

53. All data bundle purchases via 3pp Apps such as Bank and FINTECH Apps attracts points.

54. Data given to customers by way of rewards does not earn points both upon reception and on usage.

55. Corresponding points of all activities which were subsequently reversed will be deducted from customers' total points at the end of the month before winner rankings.

56. In case of tie, priority will be given to customers with a longer tenure.

57. In case there is a tie in tenure, three months ARPU prior to promotion month will be used to select winner.

58. MTN Staff, spouses, parents and children as well as third party agents, affiliates and content providers are exempted from this promotion.

59. Selected winners need to be validated internally by RA and externally by an accredited auditing firm before invitation is sent to deserving customers.

60. 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.

61. Winners duly informed of their prizes will be given 10 working days notification to claim their prize or indicate interest in the prize.

62. If the winners selected are not available to claim the prize after 10 working days, such prizes will be returned to chest and added to the prizes for the next promotion.
63. For the sake of winner selection and ranking, all new customers (MSISDN) that will be registered from the first of May 2026, will automatically be in Zone 1 (One) irrespective of the place of registration.

64. MTN reserves the right to disqualify a winner when it is proven that the winner used fraudulent means to participate in the Promotion. Such customers will be handed over to the police to face the law.

65. Promotion duration can be extended whenever MTN deems it appropriate.
66. Winners will be notified only by MTN authorized personnel and via the number 0244300000
67. Post-paid subscribers who purchase data or any bundle / offer from all channels using their post-paid hybrid accounts will earn the corresponding promotion points
68. Post-paid Me2U purchases will accrue the corresponding points
69. Post-paid DIY will generate promotion points
70. Post-paid subs will be able to check their promotion points gained under their prepaid wallet via *530#. Points gained under their postpaid wallet will be calculated and added when customers pay their Bill by the 8th of the ensuing month.
71. For the avoidance of any doubt, total promotion points for postpaid customers will consist of points gained via their prepaid/hybrid account as well as post-paid spend where the bill is paid by the 8th of the ensuing month.
72. Postpaid customers will earn no points for all activities whose bills remain unpaid by the 8th of the ensuing month.
73. Please Note: The real-time Points is indicative. Final points allocated is subject to audit by an externally accredited auditing firm assigned to validate the monthly winner rankings for this promotion.

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Fraud Awareness Alert: We urge our valued customers to remain vigilant against scammers impersonating MTN staff with false claims of promotion winnings. Please remember that MTN will never ask for your PIN or OTP. To ensure authenticity, note that all legitimate MTN promotional calls are made solely from 0244300000. If you are unsure about the legitimacy of a call, please hang up and verify it by dialling 100.