



Customer Care Inquiries  
Tel: +2783135 Tel: 135 (free from MTN cellphone)  
E-mail: [customercare@mtn.co.za](mailto:customercare@mtn.co.za)  
Website: [www.mtn.co.za](http://www.mtn.co.za)



Mr Siphelele Makhathini  
Penny Lane  
11  
Richards Bay Central

Email Address [siphelele.mlungisi@gmail.com](mailto:siphelele.mlungisi@gmail.com)  
Invoice date 01-01-2024  
Invoice number I600000152332805  
Billing account BA137164841  
Payment Method Direct Debit  
Due date 04-01-2024

## Tax Invoice

### Summary of charges for your MTN plan:

#### Home Pro Uncapped 20Mbps 300GB FUP

Contract date: 18-12-2023 to 31-01-2024

Description	Service Reference	From	To	Amount excl. VAT
MTN Home Pro MTM (Pro-rata)	27810663641	18-12-2023	31-12-2023	156.69
MTN Home Pro MTM	27810663641	01-02-2024	29-02-2024	346.96
Disney+ Premium: 3 Month Promo No Renewal (Pro-rata)	27810663641	18-12-2023	31-12-2023	0.00
Disney+ Premium: 3 Month Promo No Renewal	27810663641	01-02-2024	29-02-2024	0.00
ZTE MF296C (FTU)	27810663641	18-12-2023	31-12-2023	0.00
Inclusive Data (Pro-rata)	27810663641	18-12-2023	31-12-2023	0.00
Inclusive Data	27810663641	01-02-2024	29-02-2024	0.00
Itemised Billing (Pro-rata)	27810663641	18-12-2023	31-12-2023	0.00
Itemised Billing	27810663641	01-02-2024	29-02-2024	0.00
Upfront Month-to-Month Charge	27810663641	18-12-2023	18-12-2023	399.00
Sub total : (excl. VAT)				<b>R902.65</b>

#### Home Starter Uncapped 10Mbps 100GB FUP

Contract date: 01-01-2024 to 31-01-2024

Description	Service Reference	From	To	Amount excl. VAT
Itemised Billing	27638356778	01-02-2024	29-02-2024	0.00
MTN Home Starter MTM	27638356778	01-02-2024	29-02-2024	216.52
Inclusive Data	27638356778	01-02-2024	29-02-2024	0.00
Sub total : (excl. VAT)				<b>R216.52</b>

### Usage Charges

Description	Service Reference	Volume/Duration	Qty.	Amount excl. VAT
Local Data Usage	27638356778	168.13 GB	1760	0.00
Sub total : Usage Charges (excl. VAT)				<b>R0.00</b>

**Usage Charges**

Description	Service Reference	Volume/Duration	Qty.	Amount excl. VAT
Local Data Usage	27810663641	128.64 GB	1322	0.00
Sub total : Usage Charges (excl. VAT)				<b>R0.00</b>

---

Total VAT(15%)	<b>R108.03</b>
----------------	----------------

<b>Total Invoice for current period (VAT incl.)</b>	<b>R1,227.20</b>
---	------------------

*Claw-back penalty fees will apply on the Free-to-Use router should you fail to meet monthly subscription payments.*



## We're happy to help

Our customer care helpline is available 24 hours a day, 7 days a week. Dial **135** from an MTN cellphone (free of charge) or **083 135** from another network (charged at your network rate).

To skip the authentication process in the future, **set up a PIN** with one of our agents. Fast track customer service by **turning on your caller ID**; we use this ID to pick up your account.



## Account queries

Contact our customer care helpline on **135** (MTN line)/**083 135** (non-MTN line) or email **customer@mtn.com**



Non-debit order account payments are due **21 days** from the date of the invoice.



## How to update your information

You can change your personal or banking details with any one of these options:

1. Chat to us live on social media  
Facebook: **Facebook.com/MTNza**  
Twitter: **@MTNza**
2. Email us at **customer@mtn.com**
3. Contact our customer care helpline on **135** (MTN line)/**083 135** (Non-MTN line)



## Helpful information for you

### General

It is the subscriber's responsibility to ensure that all added services requested are charged as separate items. If anything is omitted, please call **135** (MTN line)/**083 135** (non-MTN line).

### Loss and theft

If your cellphone or SIM card is lost or stolen, **report it to the MTN customer care department immediately**. Your SIM card will be suspended and your cellphone will be blacklisted. You will also need to obtain a case number from the police for insurance purposes. Remember that your airtime contract will remain valid.

### International dialling and roaming

To make international calls from South Africa or use your cellphone abroad, please contact the call centre **48 hours** before leaving to activate international roaming. If you opt to use SMS roaming only, simply dial **\*135#** while still in South Africa.

### Itemised billing

Itemised billing incurs an extra charge and is included in your statement. To activate this, go in store or call **135** (MTN line)/**083 135** (non-MTN line). You can also get itemised billing on the **MTN App**. Download it from the Google Play Store, the App Store or the AppGallery.

### Credit limit

Your credit limit is applied to your account and not per cellphone number linked to your account. This means that all cellphone numbers share the same credit limit.

The credit limit is not a guaranteed service. You will remain liable for all charges incurred above the limit. Credit limits for voice and data are not applicable while roaming outside of South Africa due to the time delays in billing records.



## Payment options

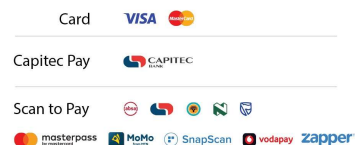
MTN is loaded as a **public beneficiary** with the following banks:

<b>FNB</b>	MTN Contract Payments
<b>ABSA</b>	MTN Postpaid Contract Payments
<b>Standard Bank</b>	MTN Postpaid Contract
<b>Nedbank</b>	Mobile Telephone Networks (PTY) LTD

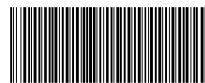
### MTN bank details

Bank	<b>ABSA Bank</b>
Account no	<b>4063304150</b>
Branch code	<b>632005</b>
Reference	<b>Your cellphone, billing account</b> (E.g., BA113904324), or <b>account number</b>

Scan this QR code with your camera or banking app.



Pay your bill with this barcode at any of these retailers.



Pay@ ref No:1115627810663641



### Service locking

Should the credit threshold be reached during a voice call or data download, your contract will only be locked after that action is completed. To restore your service, you will need to make a payment on your account or request a temporary credit limit increase.

While MTN will take every precaution to ensure that the service locking notifications are sent timeously, MTN will not be held liable if the notification is not delivered.

### Premium-rated charges

Where premium rates apply e.g., competitions, donations, etc you will be charged more than the standard call or SMS rate. This amount depends on the context.

### Content

Content subscriptions from MTN Play or WASP services are charged depending on the content. These subscriptions are billed daily, weekly, or monthly and come out of your airtime.



Manage your subscriptions or increase your premium rated services limit by dialling the USSD number **\*123#** and following the prompts, or in the "Account" tab on the **MTN App**. (Download it from the Google Play Store, the App Store or the AppGallery.)