28 November 2025

Dear Valued Client

MTN adjusts the Carryover terms of service on all MTN Made For Business Priceplans

MTN amends its Products and Services from time to time to ensure the performance of the network best meets the needs of our Customers.

MTN Made For Business Priceplans provide 2xMonthly Carryover of Inclusive Data, Voice and SMS. This configuration allows for unutilised Inclusive Data, Inclusive Minutes or Inclusive SMS, unutilised in the current month, to be carried over for another month, after which at the end of the second month, any unutilised Inclusive Minutes or Inclusive SMS fall away.

With effect from **30 December 2025,** all **MTN Made For Business Priceplans** will no longer support 2xMonthly Carryover of **unutilised Inclusive Voice and unutilised Inclusive SMS.** Any unutilised Inclusive Anytime Minutes and Inclusive SMS will fall away at the end of the month in which the Inclusive Anytime Minutes or SMS values were allocated on all **MTN Made For Business Priceplans.**

To help you manage such a change, Customers are reminded that MTN alerts clients with an SMS message whenever a client utilises 50% of their Inclusive Monthly benefits of Data, SMS and Voice. An alert will also be provided at 80% and then again at 90%, providing you with the opportunity to make an informed choice appropriate to your circumstances at the time, which may include the relevant Out-of-Bundle charges.

MTN Made For Business Priceplan terms and conditions can be found here

We appreciate your support in our efforts to continue building a resilient network to offer you great connectivity solutions to keep your business moving.

Yours faithfully
MTN, Enterprise Business Team

MOBILE TELEPHONE NETWORKS PROPRIETARY LIMITED (Registration number: 1993/ 001436/07)

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