



MAIN HEADING: MyMTN App

EXPLANATION: MTN is pleased to announce the launch of the new **all-in-one** self-service MyMTN mobile application

All about the My MTN App!!

MTN is pleased to announce the launch of the new MyMTN mobile application. This new mobile application has been introduced to replace the current MyMTNza Prepaid and Contract applications. It aims to be an **all-in-one** self-service tool to give customers flexibility to manage and access their account information everywhere they go. It is available to all MTN PayAsYouGo, TopUp, Contract and My MTNChoice customers.

The application can be downloaded from Google Play Store, Apple Store, Windows Phone Store and Blackberry World Store. Alternatively all smartphone, tablet and feature phone users can open the browser and access the following URL <http://1app.mtn.co.za/dls/sma> . MyMTN App is available to all device operating systems i.e. Android, Symbian, Blackberry, Windows10, Windows Mobile, BADA and iOS)

Please note: Data charges will apply when downloading the application however no data charges will apply when using links within the app locally in South Africa.

Customer Benefits:

- View airtime, data, SMSs and other bundle balances
- View your plan details
- Monitor your airtime and data usage
- Share data with nominated beneficiaries
- Top up data and airtime
- Manage your subscriptions
- View your billing details
- Gain quick access to customer service

myMTN



Welcome to ✨
the New World



everywhere you go

Downloading MyMTN

Installing MyMTN

MyMTN Launcher

- Registering
- Quick Tour
- Launching

Login to My SelfService

My SelfService

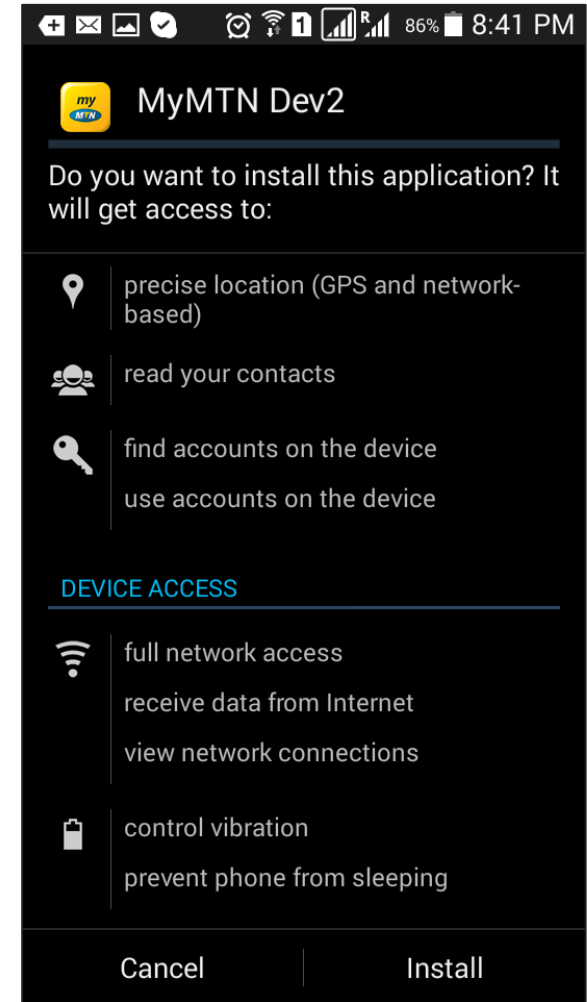
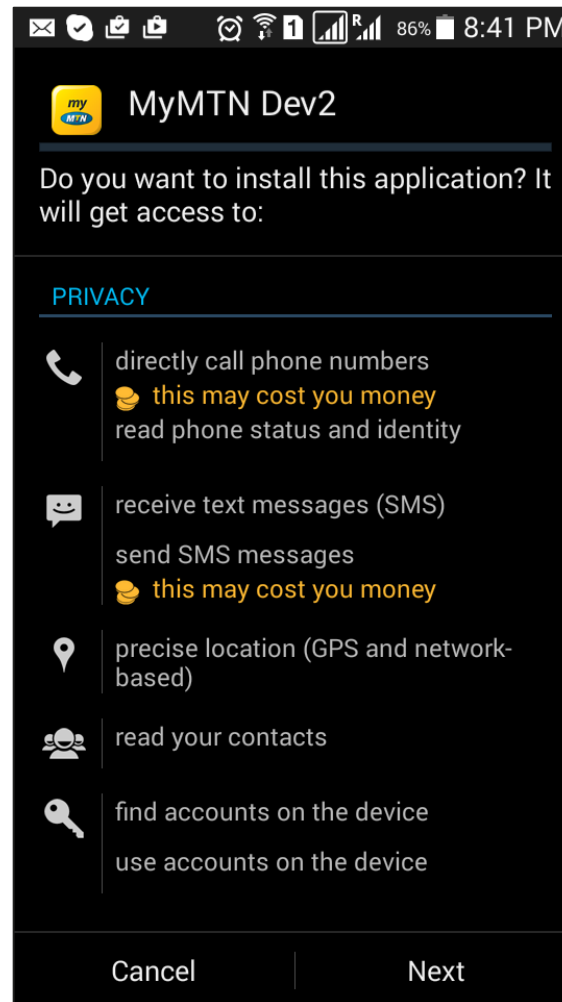
- My SelfService Dashboard
 - MTN Services
 - My Subscriptions
 - MyUsage
 - Data Share
 - Linked Numbers (Non-Prepaid)
- Burger Menu
 - My profile
 - My account
 - Airtime
 - Bill details (Non-Prepaid)
 - Bundles
 - Customer service

- [Quick Menu](#)
 - Quick Menu
 - FAQ
 - Support
 - Contact us
 - Terms and conditions
 - Feedback

- You can download the application from the following stores:
 - Google Play for Android devices
 - Apple Store for iOS devices
 - BlackBerry World for BlackBerry devices
- Alternatively, you can open the browser in your mobile device and access the following URL to download the application:
 - <http://1app.mtn.co.za/dls/sma>

 Ensure that your mobile device browser is set to 'mobile mode' and not in 'desktop mode'.

- Installation starts automatically if you download the application from app stores. Otherwise, you need to access downloads folder to start installation.
- Read the access permissions required by the application.
- Tap **Next**.

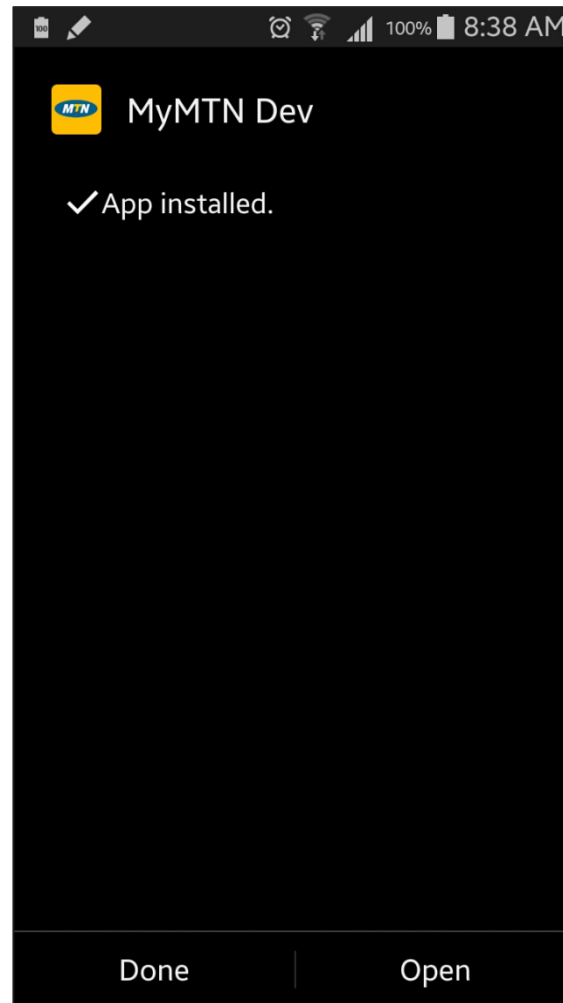


Ensure that installation of application from **Unknown Sources** is enabled in the **Security** settings.

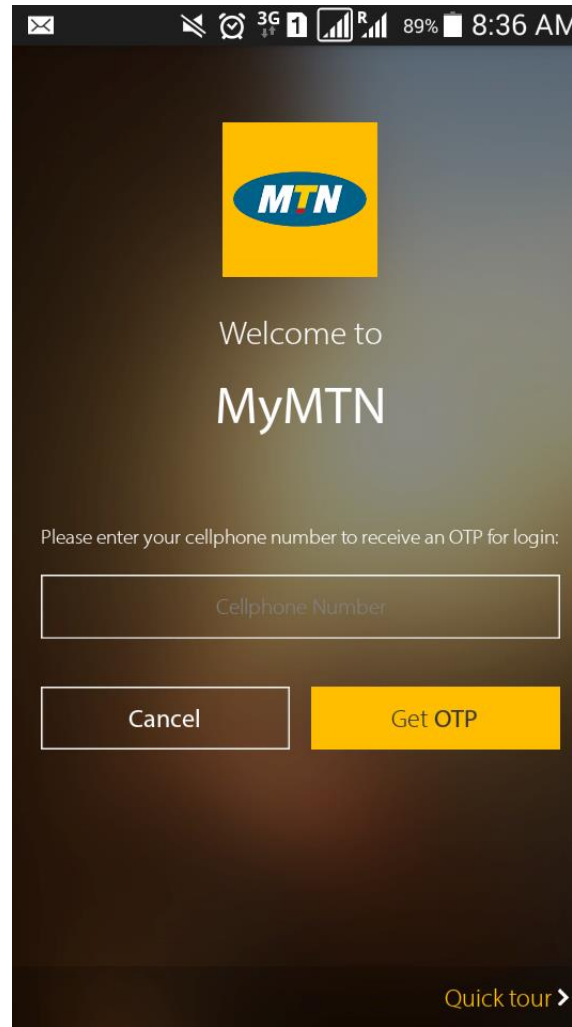
Installing (contd.)



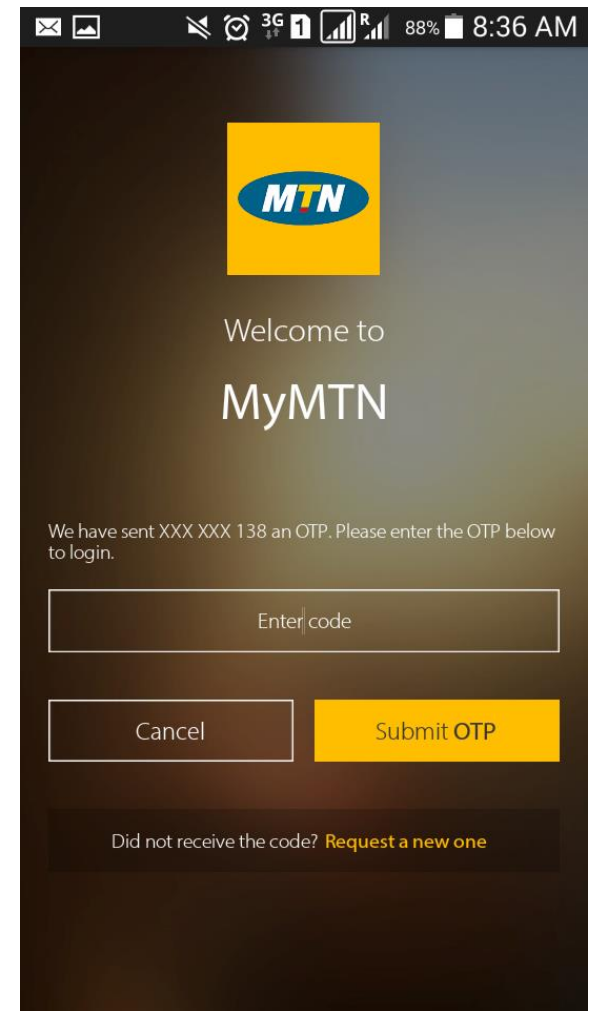
- Tap **Open**.



- Enter your mobile number.
- Tap **Get OTP**.
- In the **Enter OTP** screen, enter the one-time-password that is sent to you through an SMS message.
- Tap **Submit OTP**.



This screenshot shows the first step of the MyMTN registration process. At the top, the MTN logo is displayed. Below it, the text "Welcome to MyMTN" is centered. A prompt asks the user to "Please enter your cellphone number to receive an OTP for login:". There is a text input field labeled "Cellphone Number". At the bottom, there are two buttons: "Cancel" and "Get OTP". A "Quick tour >" link is visible in the bottom right corner. The status bar at the top shows 3G connectivity, 89% battery, and the time 8:36 AM.

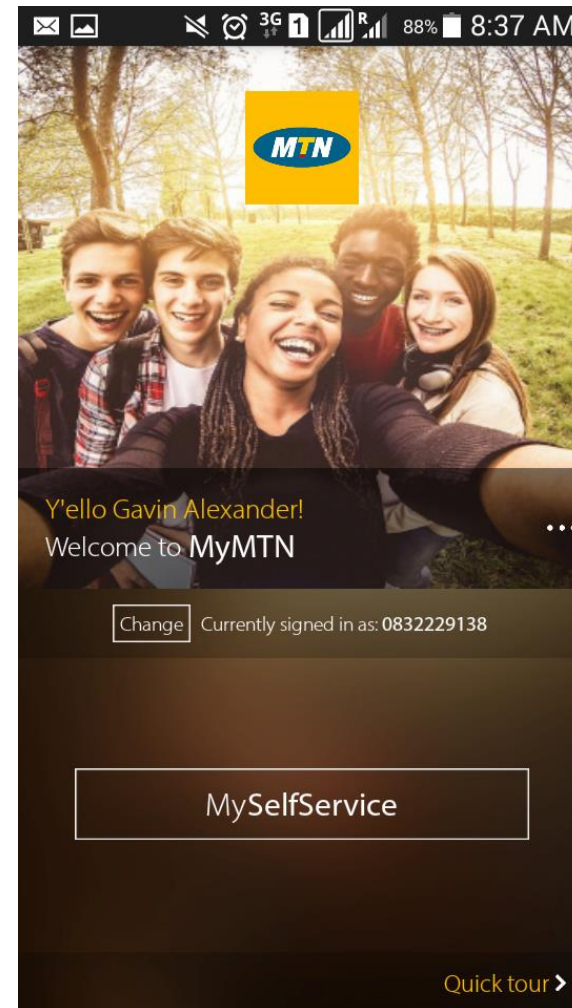


This screenshot shows the second step of the MyMTN registration process. The MTN logo and "Welcome to MyMTN" text are at the top. A message states: "We have sent XXX XXX 138 an OTP. Please enter the OTP below to login." Below this is a text input field labeled "Enter code". At the bottom, there are two buttons: "Cancel" and "Submit OTP". A link "Did not receive the code? Request a new one" is located below the input field. The status bar at the top shows 3G connectivity, 88% battery, and the time 8:36 AM.

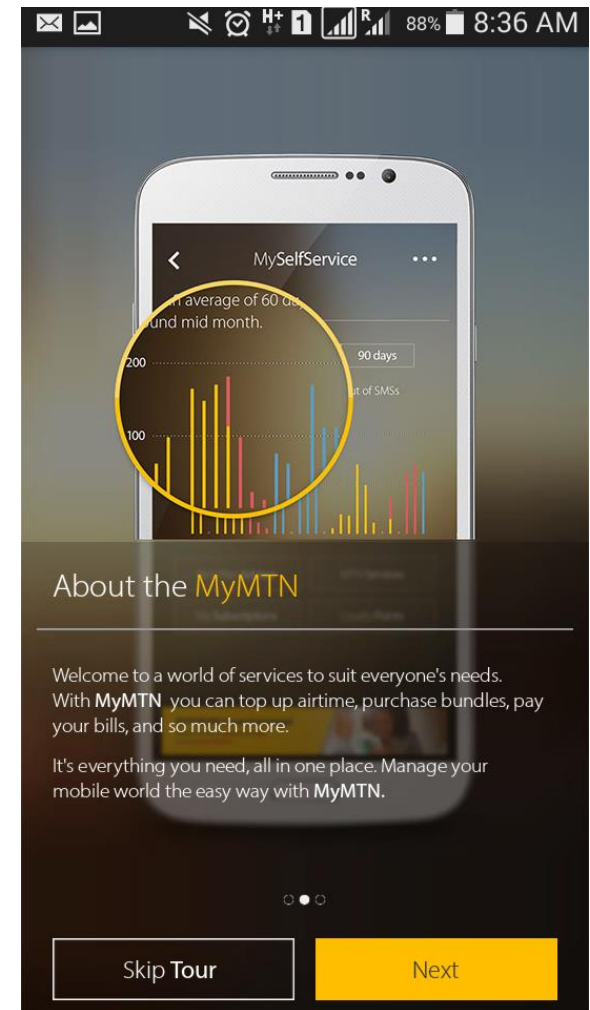
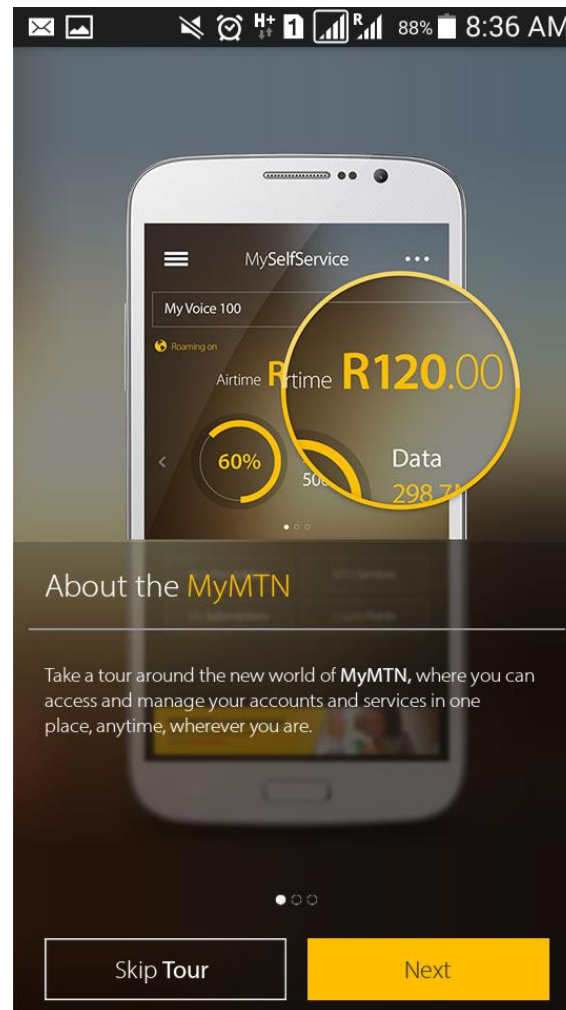
Registering (contd.)



- Tap **My SelfService** to access the self-care features.



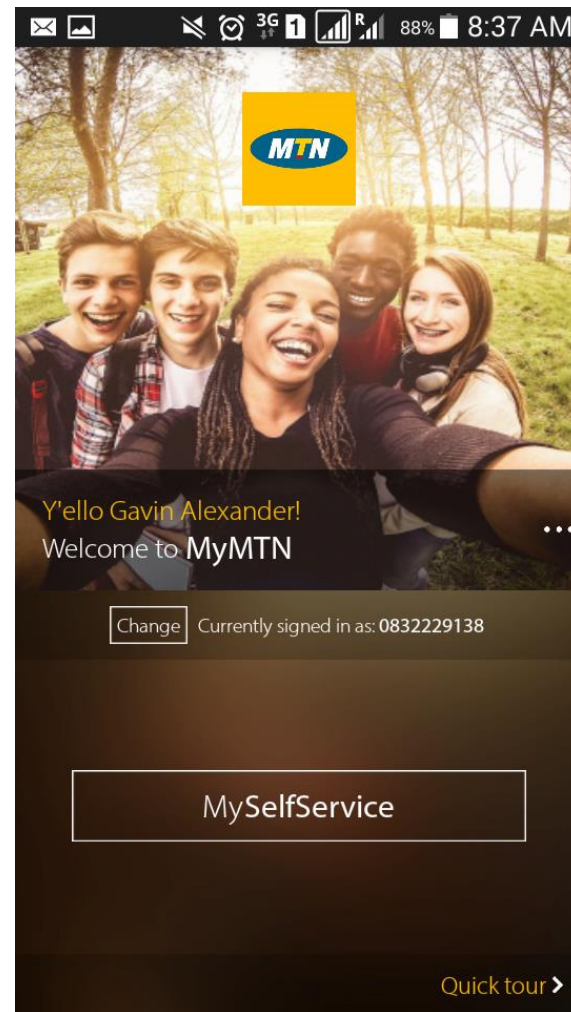
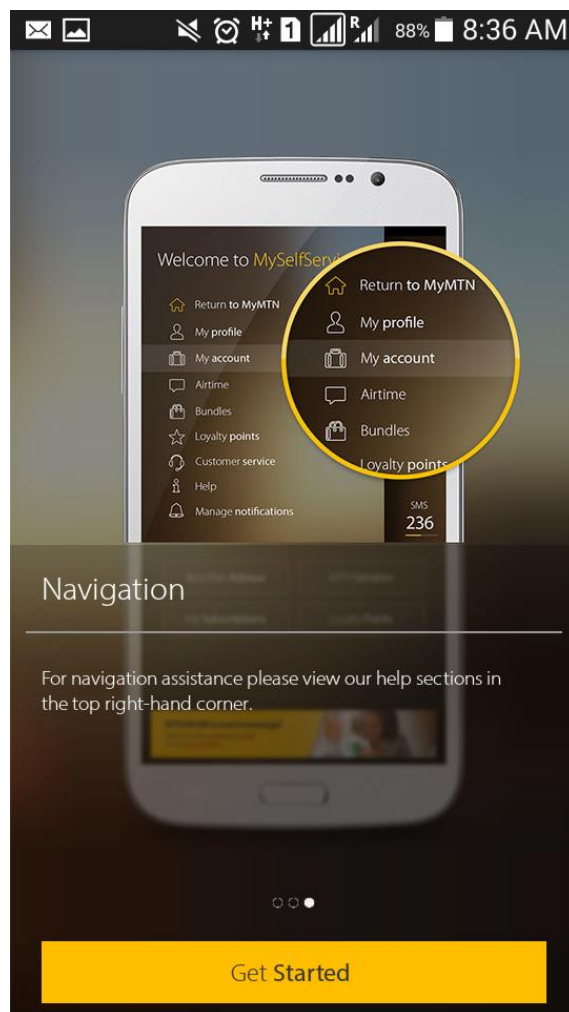
- Navigate through the Quick Tour that provides brief introduction to the features of the MyMTN.
- Tap **Next**.



Quick Tour (contd.)



- Tap **Get Started** to access Home screen.
- Tap **My SelfService** to access the features.



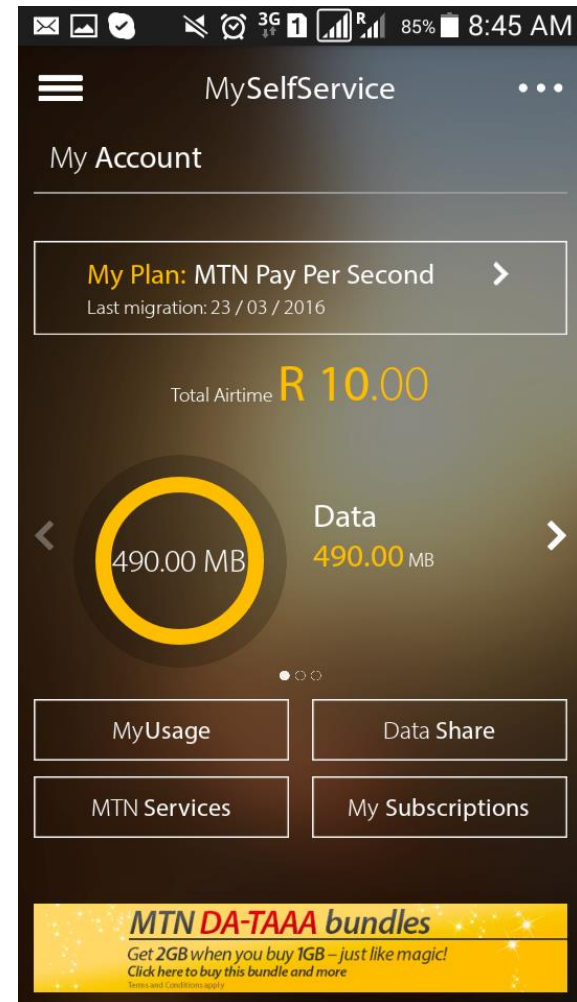
- The screen displays the following details:

- Airtime balance
- Data/SMS/Other Bundle balance

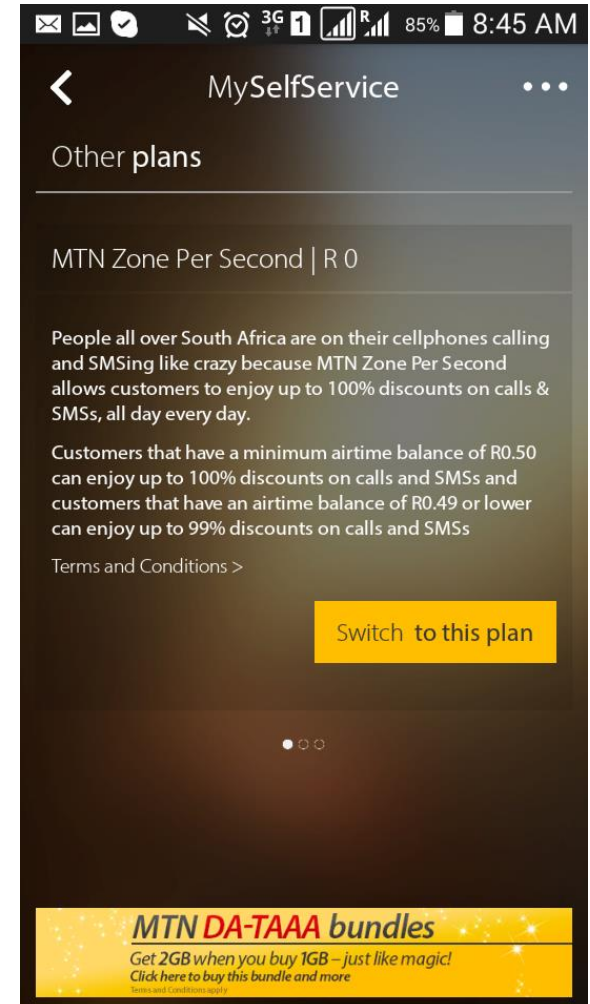
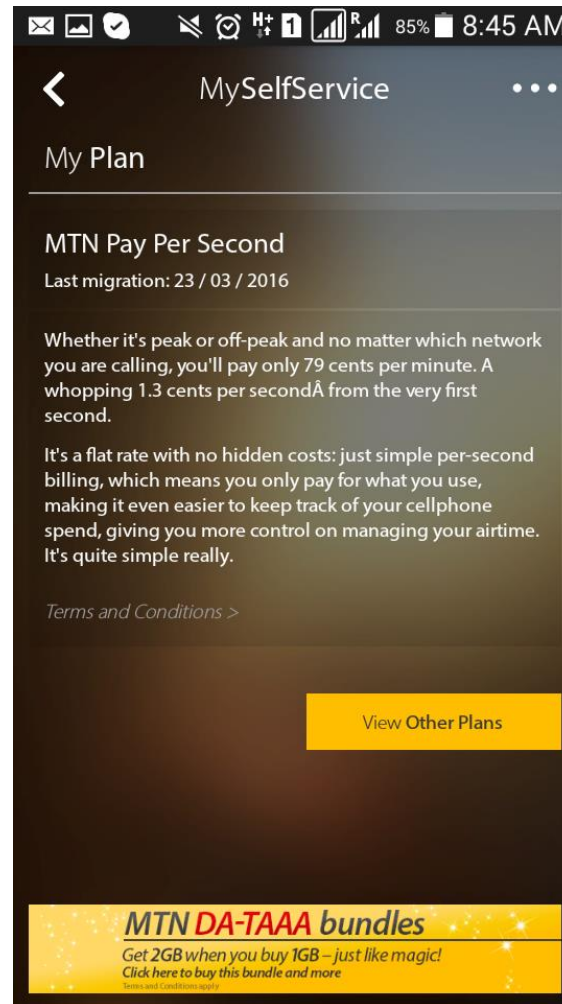
■ If the subscriber type is non-prepaid, the screen displays unbilled usage.

- Other quick links:

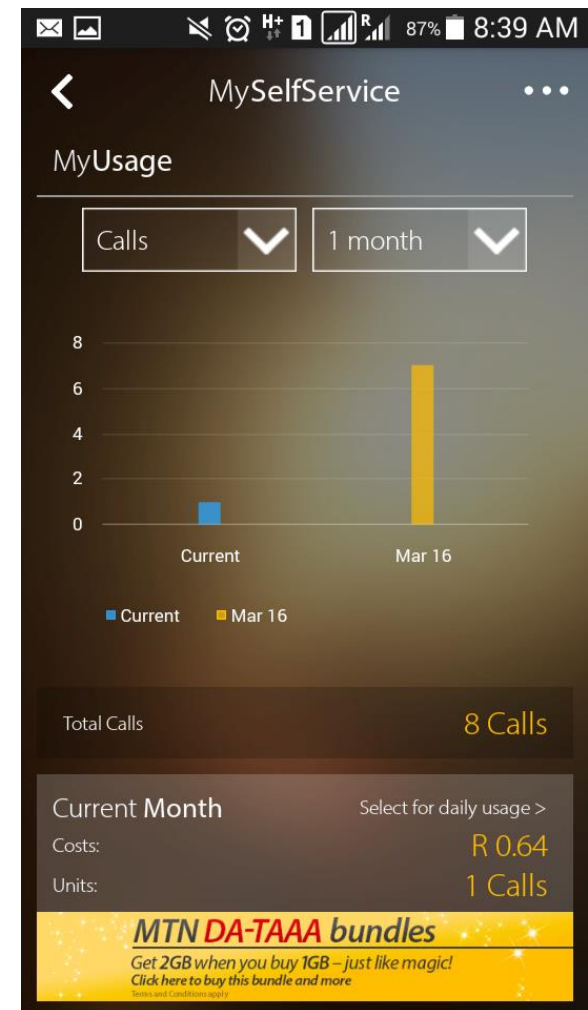
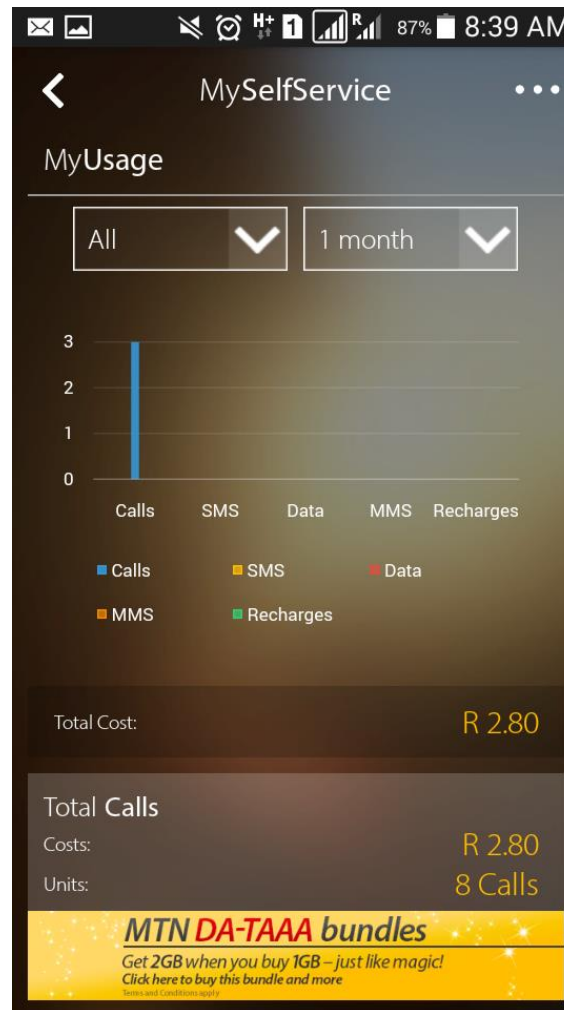
- [MyUsage](#)
- [Data Share](#)
- [MTN Services](#)
- [My Subscriptions](#)



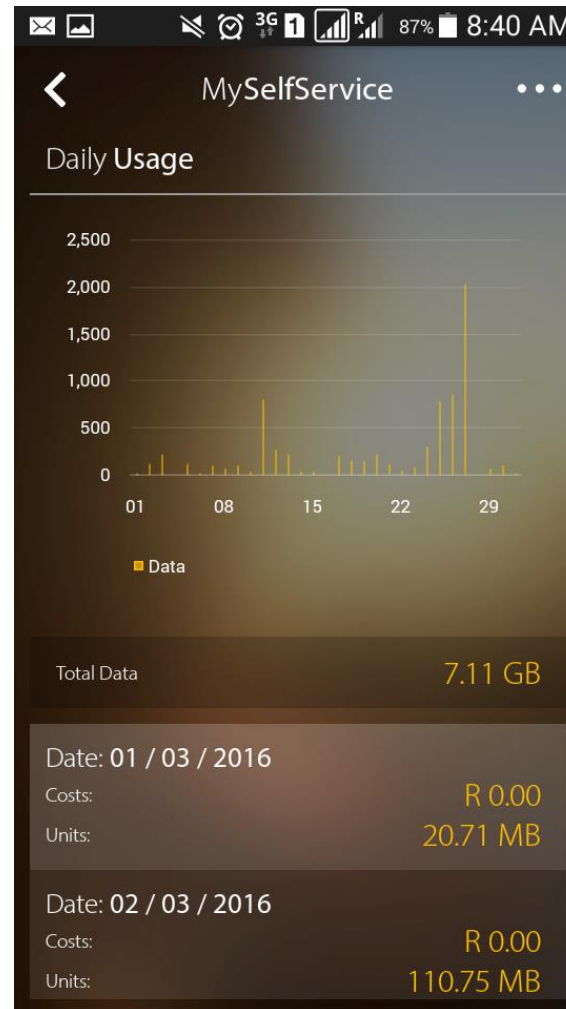
- Tap **My plan** to view the current plan details.
- Tap **View other plans** to view the available plans.
- If required, tap **Switch to this plan** to subscribe to the plan and tap **Confirm**.



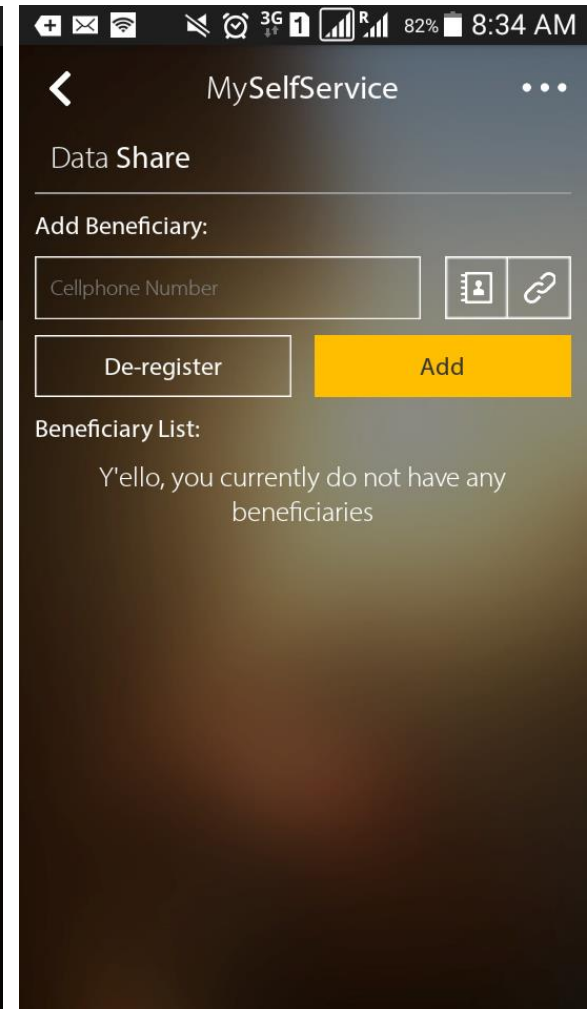
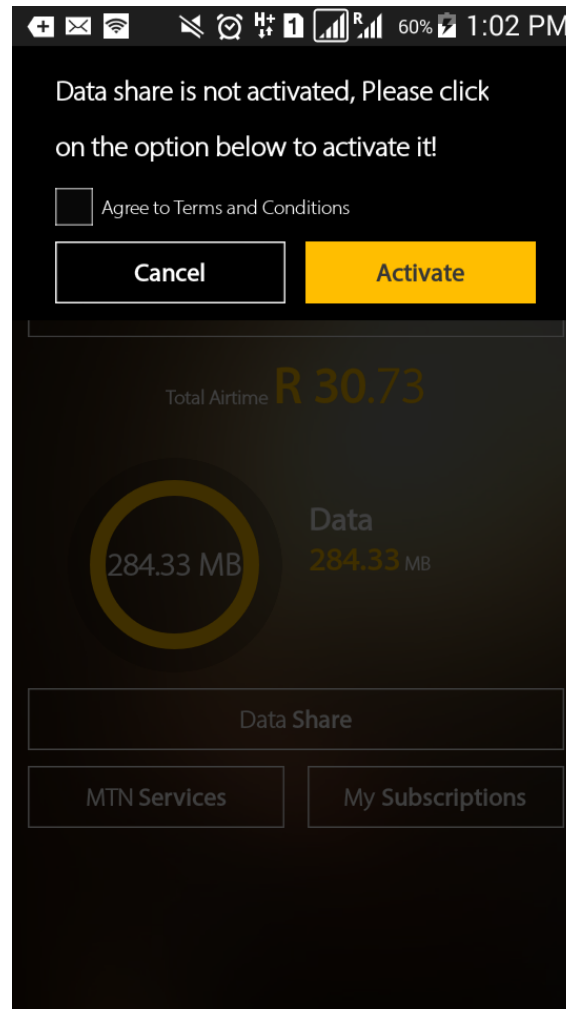
- Tap **MyUsage** to view monthly usage history.
- To view specific Usage click on the required left dropdown option and for the number of months right dropdown option.



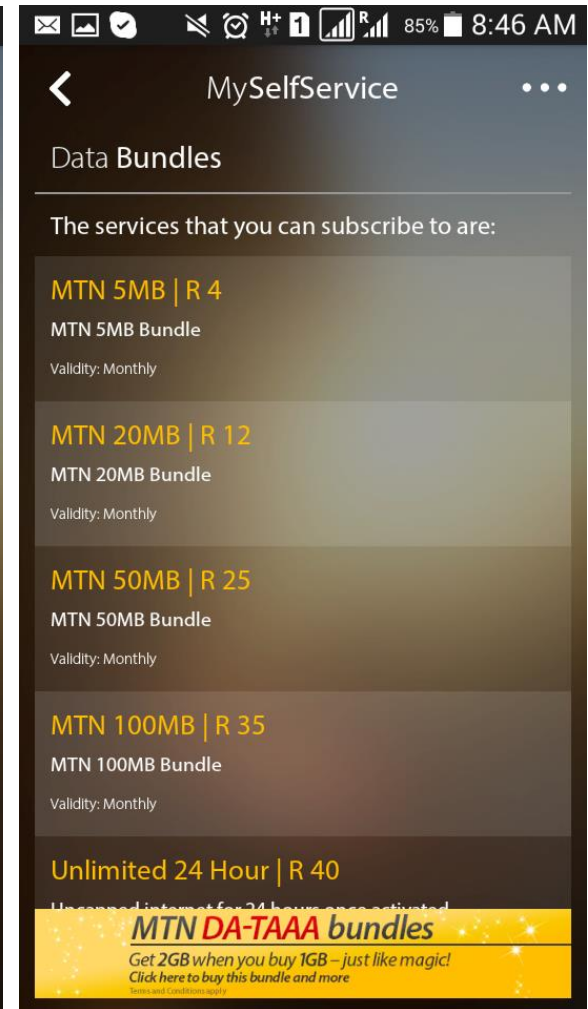
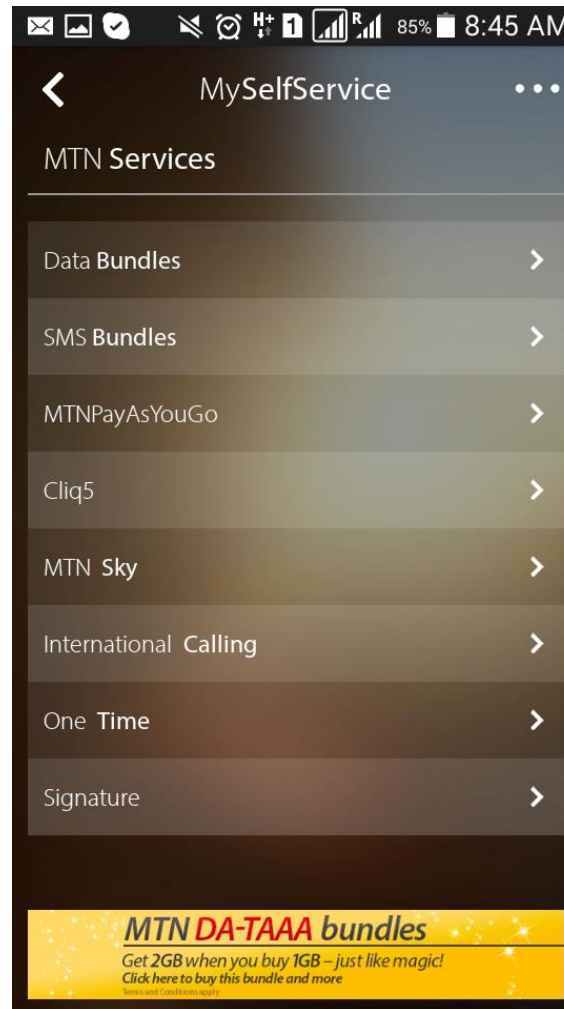
- Click on selective month for the selected usage to view Daily usage.



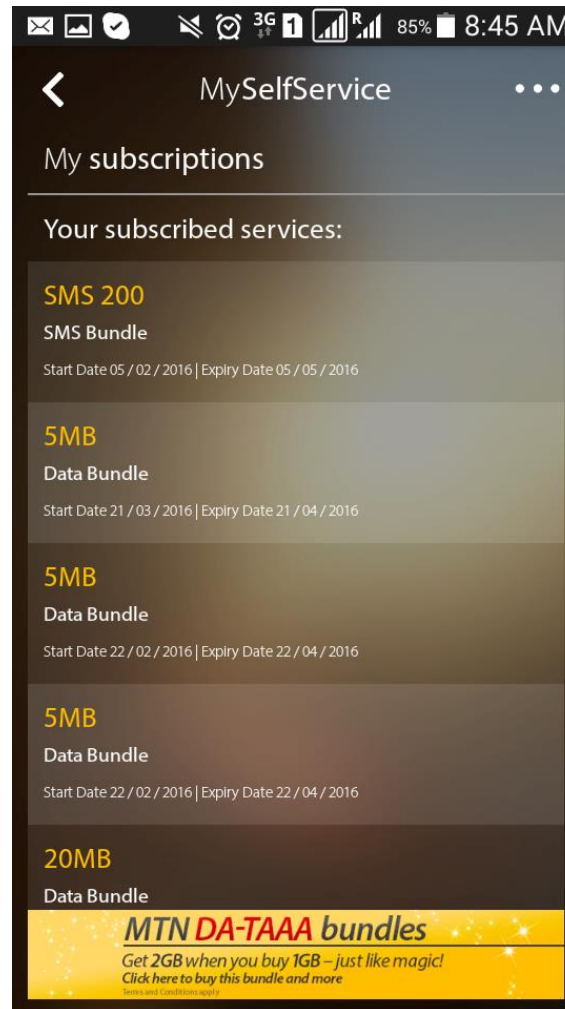
- Tap on **Data Share** to activate.
- Add or remove beneficiaries from data share.



- Tap on **MTN Services** to view available bundles for purchase
- Select the required category and tap on the required bundle to purchase the same.

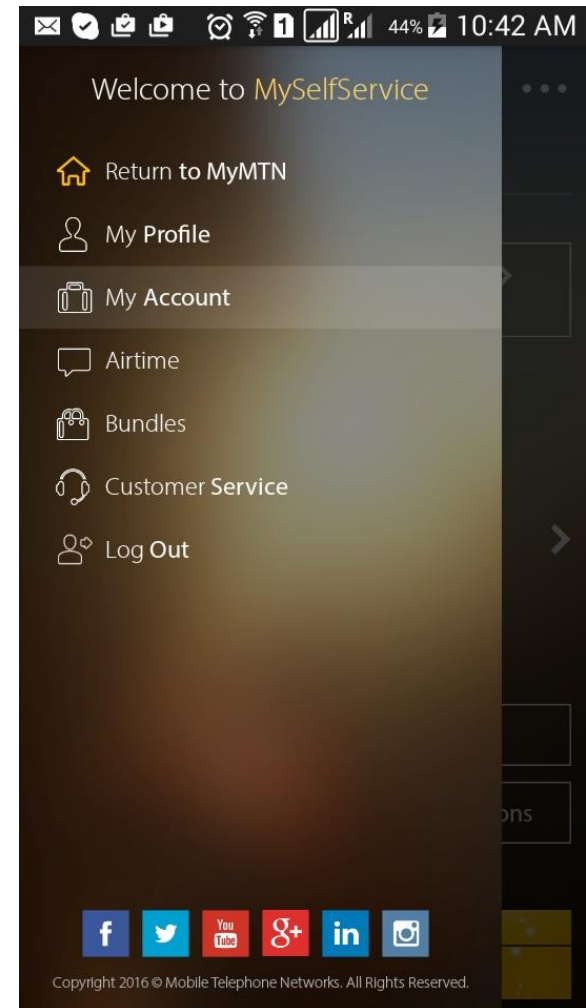
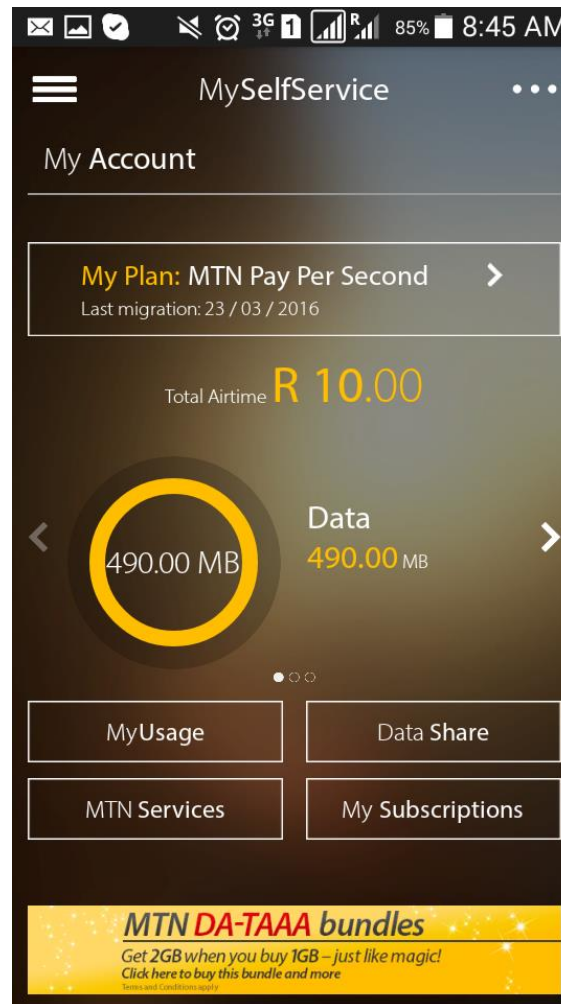


- Tap on **My Subscriptions** to view subscribed bundle.
- User can unsubscribe from a recurring bundle if any exist.



- Tap 

- The menu displays the following options:
- [Return to MyMTN](#)
- [My Profile](#)
- [My Account](#)
- [Airtime](#)
- [Bill details \(Non-Prepaid\)](#)
- [Bundles](#)
- [Customer Service](#)
- [Log out](#)



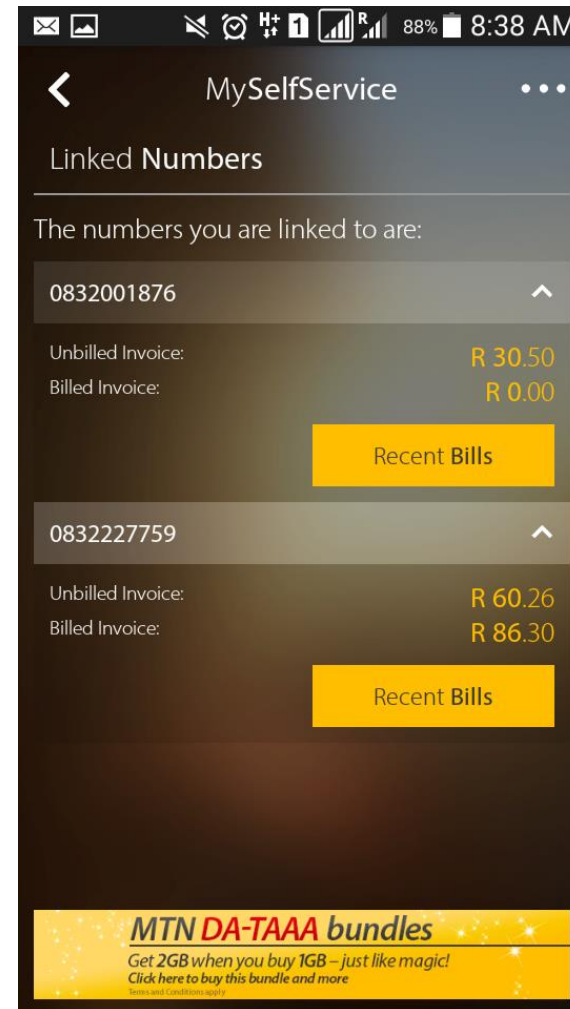
The screen displays the following profile details:

- Subscriber name
- Account activation date
- Tariff Description
- Is Eligible for Upgrade
- SIM Number
- Link to Linked Numbers



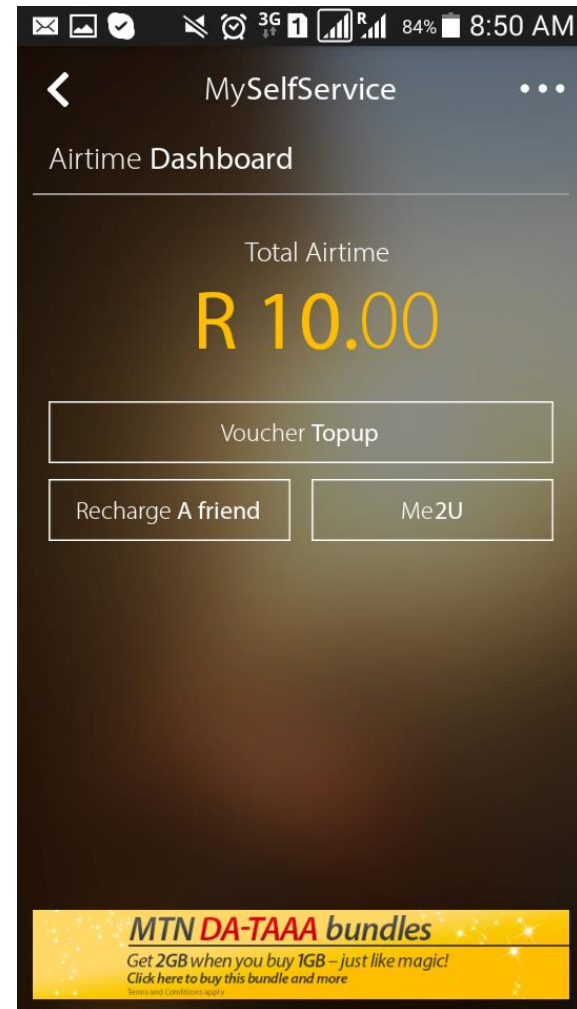
The screen displays the following details for Linked Numbers:

- Unbilled Invoice
- Billed Invoice
- Link for Recent Bills



The screen displays the Airtime Dashboard with airtime balance and the following options:

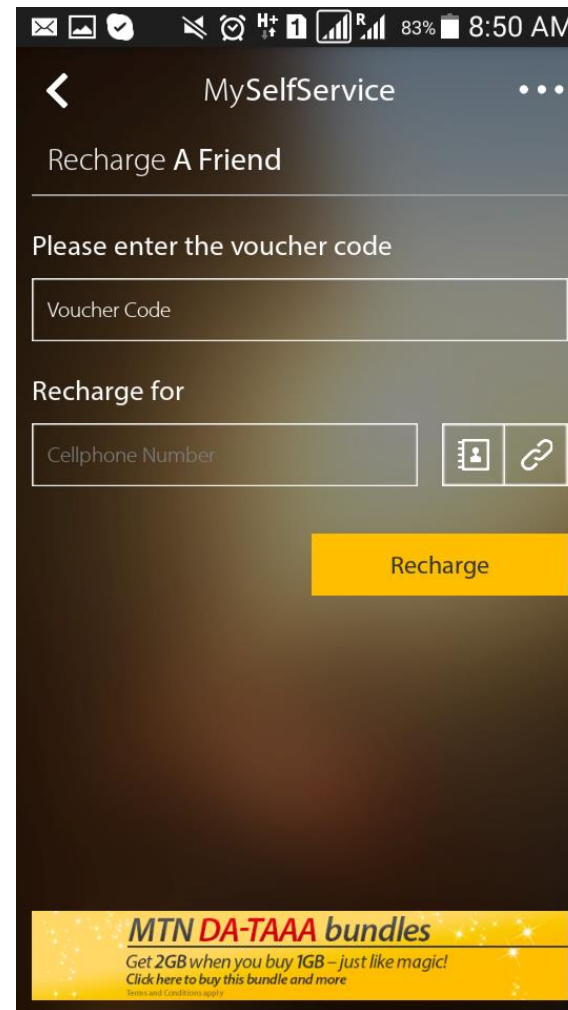
- Recharge a friend
- Me2U
- Voucher Topup



Recharge a friend

You can recharge other subscribers. You need to do the following:

- Enter the voucher code.
- Choose the recipient:
 - Enter the mobile number.
 - or
 - Select from the address book or Linked Numbers
- Tap **Recharge**.



MySelfService

Recharge A Friend

Please enter the voucher code

Voucher Code

Recharge for

Cellphone Number

Recharge

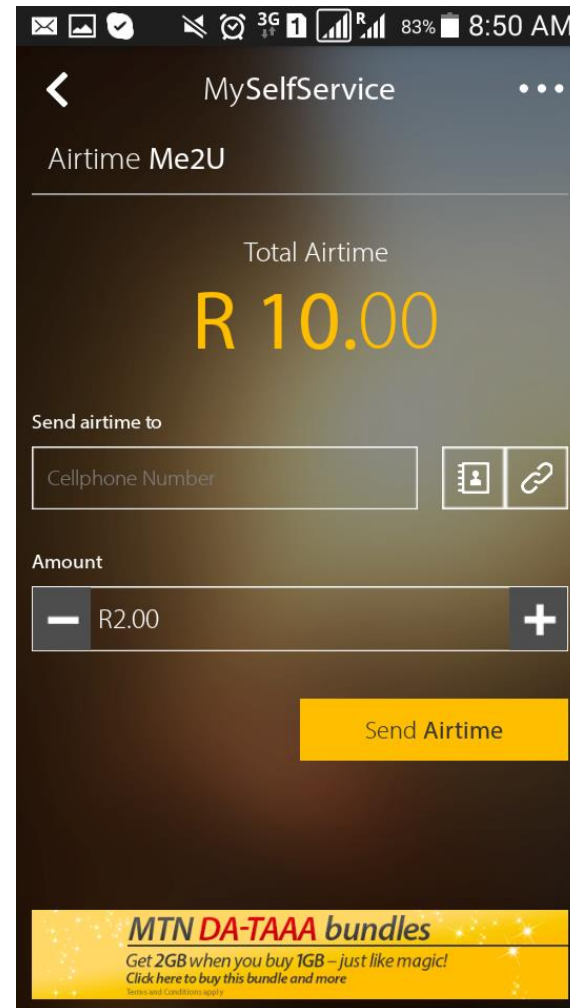
MTN DA-TAAA bundles

Get 2GB when you buy 1GB – just like magic!
Click here to buy this bundle and more

Me2U

You can transfer airtime value to other subscribers. You need to do the following:

- Choose the recipient:
 - Enter the mobile number.
 - or
 - Select from the address book or Linked Number
- Enter the amount to be transferred.
- Click **Send Airtime**.

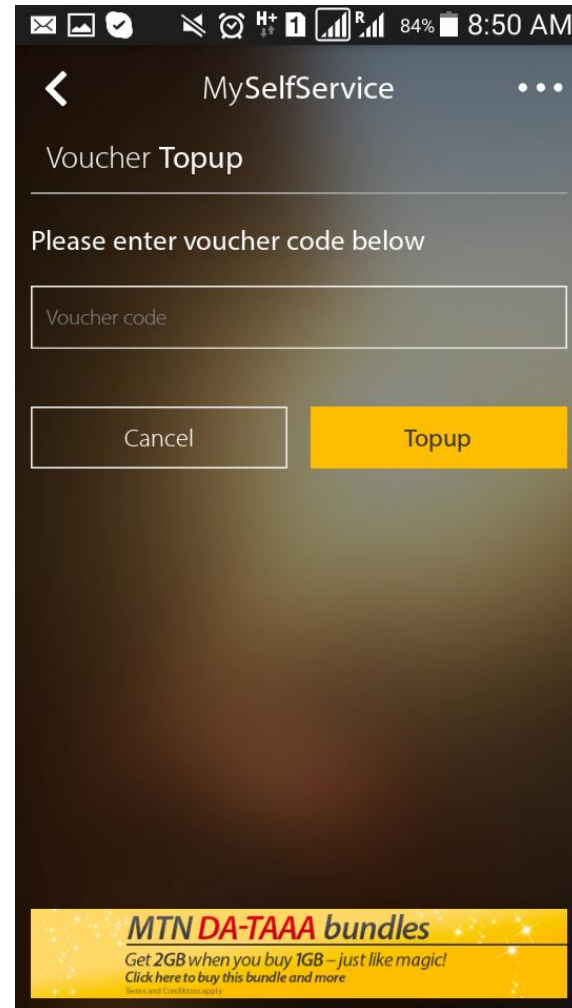


The screenshot shows the MTN MySelfService app interface. At the top, the status bar displays various icons and the time 8:50 AM. The app header shows a back arrow, the text 'MySelfService', and a menu icon. Below the header, the title 'Airtime Me2U' is displayed. The main content area shows 'Total Airtime' as 'R 10.00' in large yellow text. Below this, there is a section titled 'Send airtime to' with a text input field labeled 'Cellphone Number' and two icons: a contact card and a link. Below the input field, there is a section titled 'Amount' with a numeric input field showing 'R2.00' and a plus sign button. At the bottom of the form is a large yellow button labeled 'Send Airtime'. At the very bottom, there is a promotional banner for 'MTN DA-TAAA bundles' with the text 'Get 2GB when you buy 1GB – just like magic! Click here to buy this bundle and more' and a small link.

Voucher Topup

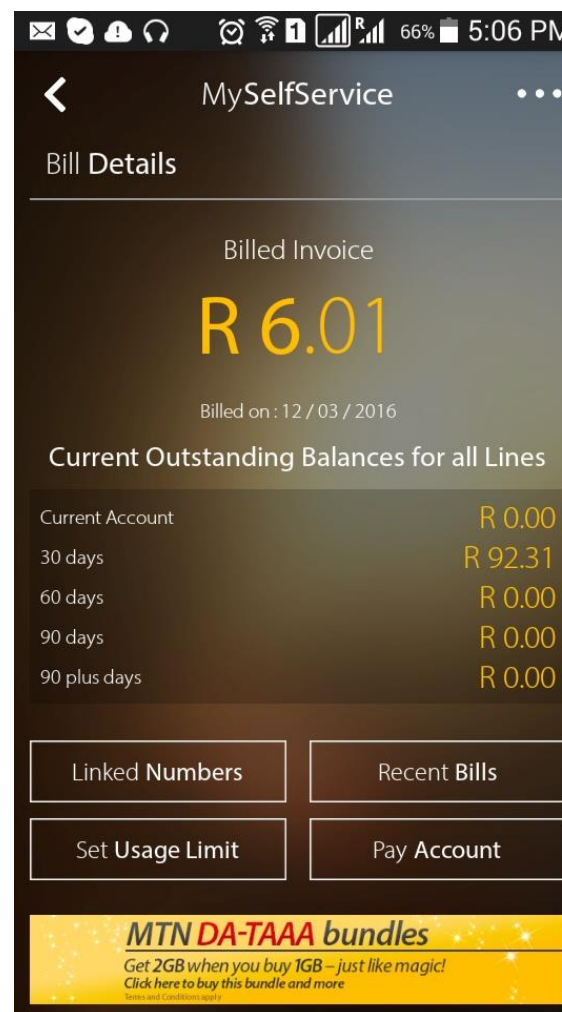
You can do a TopUp using the 16-digit Voucher PIN.

- Enter the voucher code.
- Tap **Topup**.



The screenshot shows the 'MySelfService' app interface. At the top, the status bar displays various icons and the time '8:50 AM'. The app header includes a back arrow, the title 'MySelfService', and a menu icon. Below the header, the section is titled 'Voucher Topup'. A prompt reads 'Please enter voucher code below'. There is a text input field labeled 'Voucher code'. At the bottom of the input area are two buttons: 'Cancel' and 'Topup'. A promotional banner at the very bottom reads 'MTN DA-TAAA bundles' with the text 'Get 2GB when you buy 1GB – just like magic! Click here to buy this bundle and more'.

- Tap on **Bill details** on **My account** screen.
- The screen displays the bill details with the following options:
 - Pay Account
 - Linked Numbers
 - Recent Bills
 - Set Usage Limit
- You can also view the billed on date and current outstanding balances on this screen.

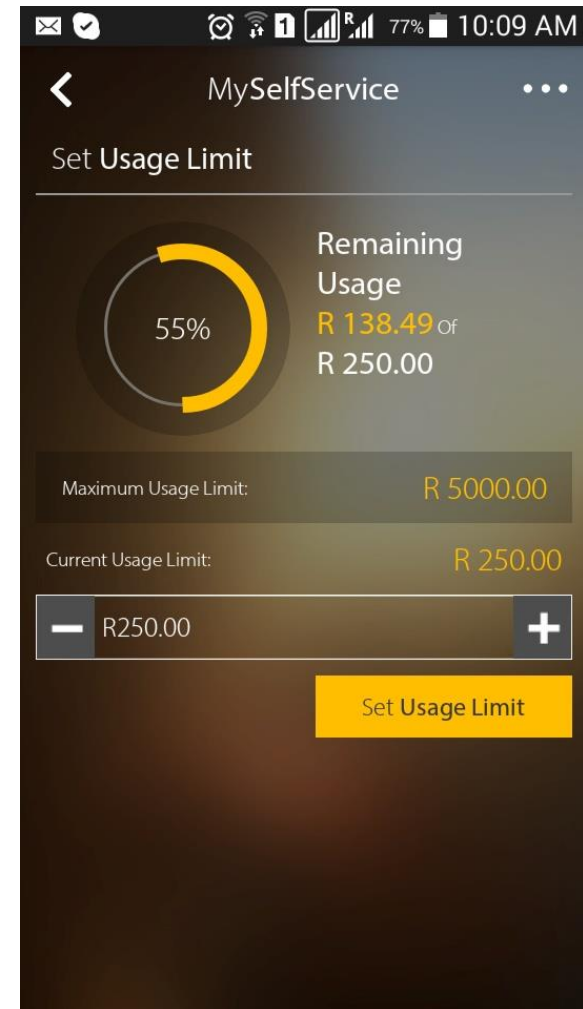


Set Usage Limit

You can set Usage limit in this screen.

Following details are displayed

- Maximum Usage limit
- Current usage limit
- Remaining Usage
 - Enter the limit to be set .
- Tap **Set Usage Limit**

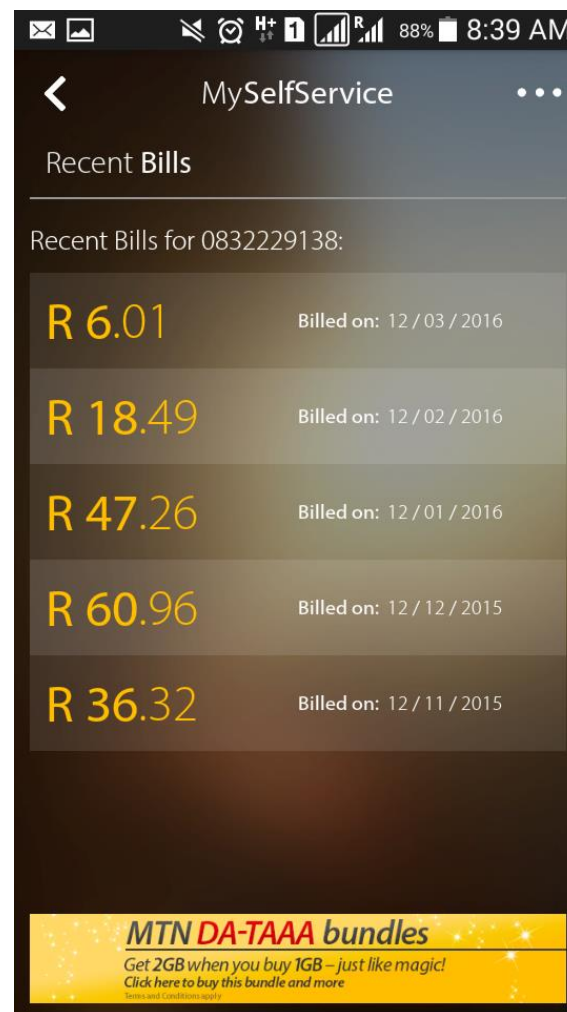


Recent Bills

You can see the recent bills of the subscriber.

Following details are displayed

- Billed Amount
- Billed Date



Bill Details – Non-Prepaid (contd.)



Pay Account

You can see the Card Details or Bank Details based on Account Type

Make Payment

- Amount to be paid
- If Account Type CCDO then Type of Payment can be set.
- Tap **Make Payment**

MySelfService

Pay Account

Card Details

Credit Card Number	N/A
Credit Card Type	N/A
Expiry Date	N/A

Pending Payments Make Payment

MTN DA-TAAA bundles
Get 2GB when you buy 1GB – just like magic!
Click here to buy this bundle and more
Terms and Conditions apply

MySelfService

Make Payment

Amount :
- R2.00 +

Type of payment :
Budget

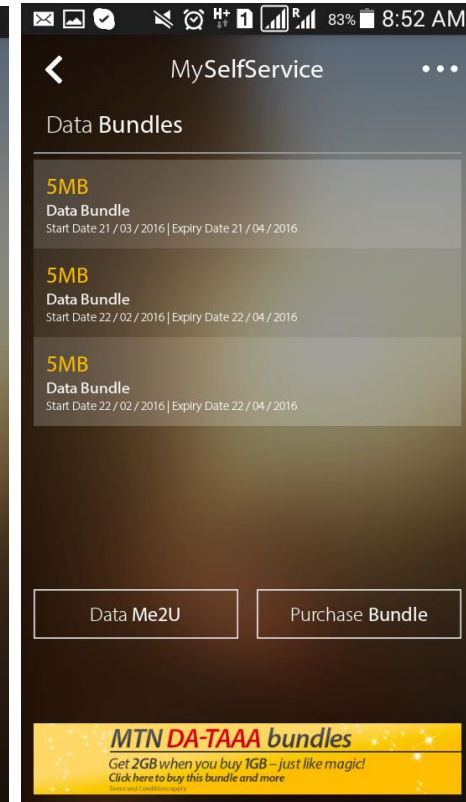
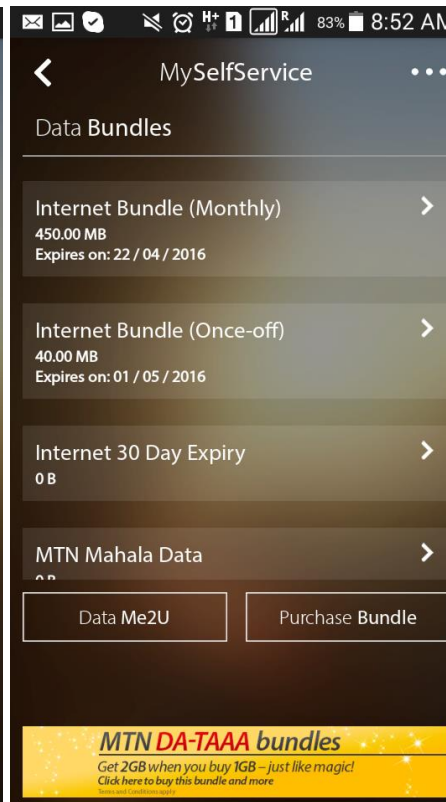
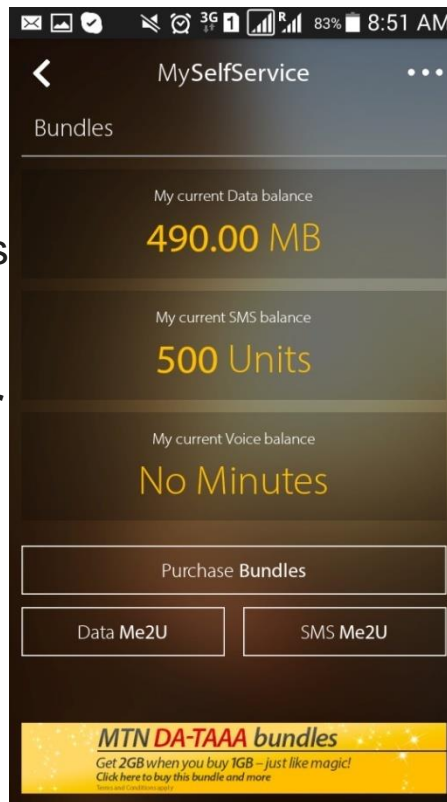
Budget Period :
36 Months

Make Payment

MTN DA-TAAA bundles
Get 2GB when you buy 1GB – just like magic!
Click here to buy this bundle and more
Terms and Conditions apply

You can view the balance details of Data, SMS, and Other bundles that you have subscribed to.

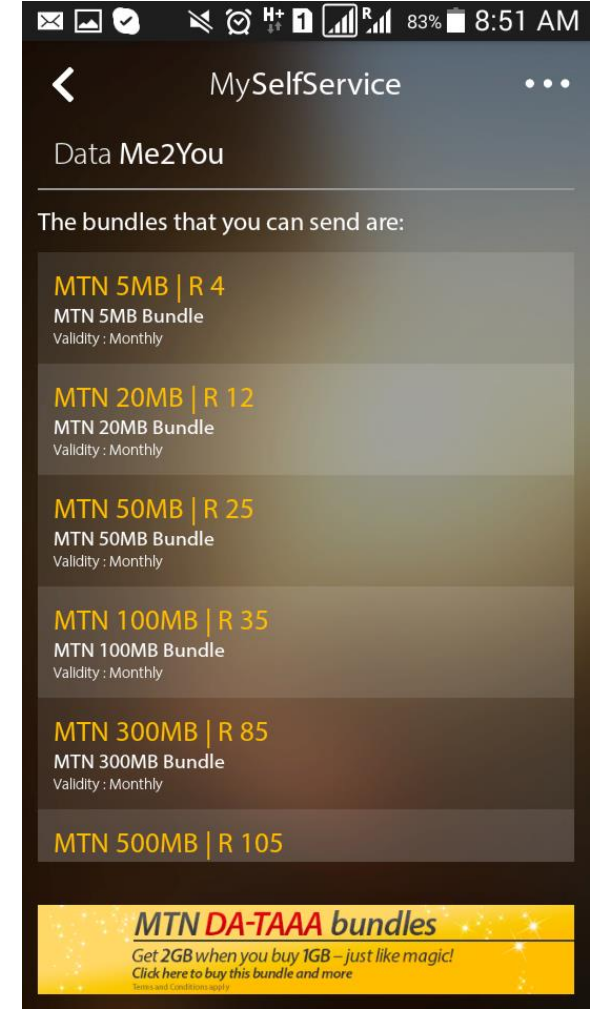
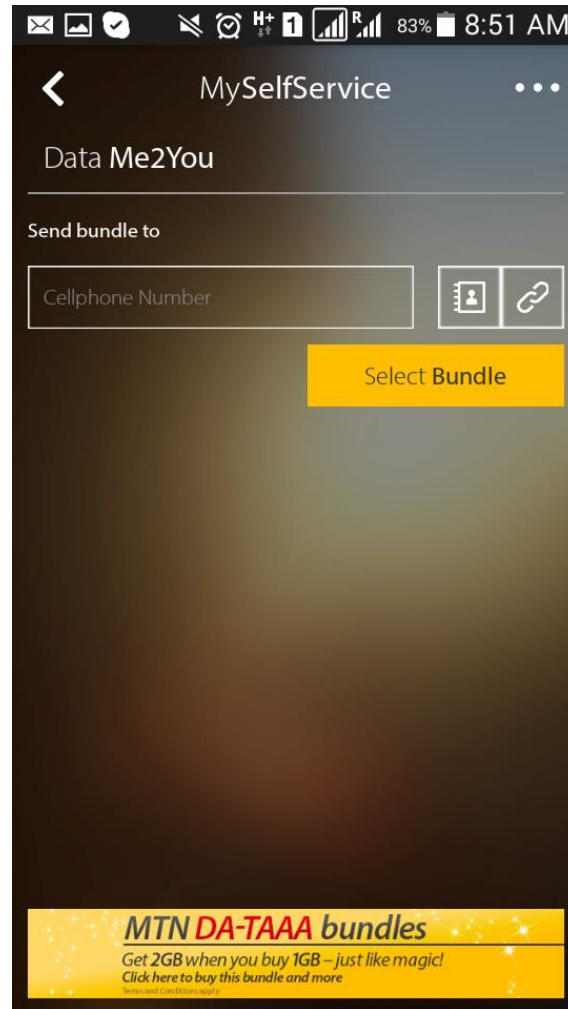
- Tap **Data/SMS/Other bundles** to view more details of bundles.



Data/SMS Me2U

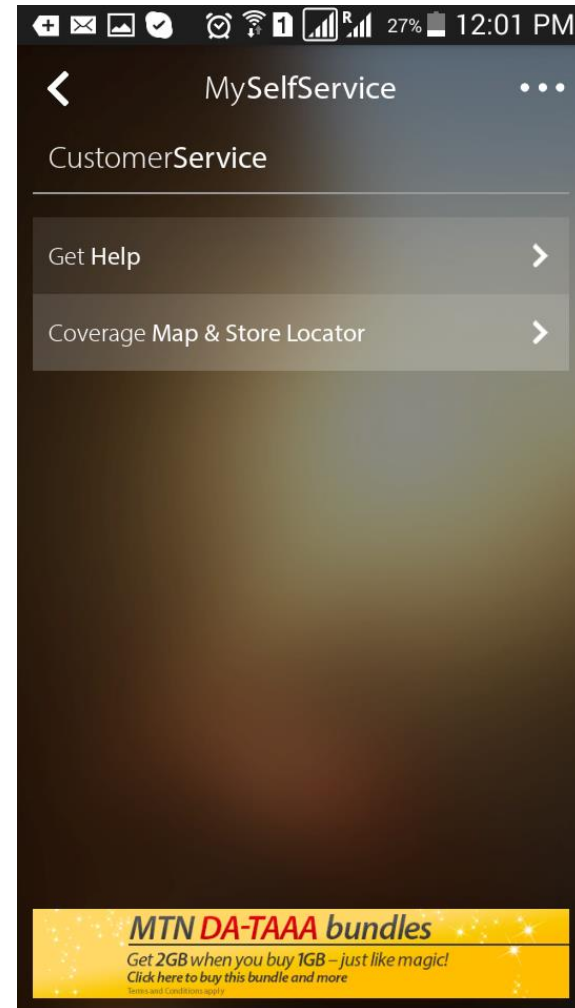
You can buy data or SMS bundle to other subscribers

- Enter the MSISDN or Pick from Phone book or linked number
- Tap **Select Bundle**
- Select the bundle you want to buy for the subscriber.



You can manage specific service requests using the Customer Service option.

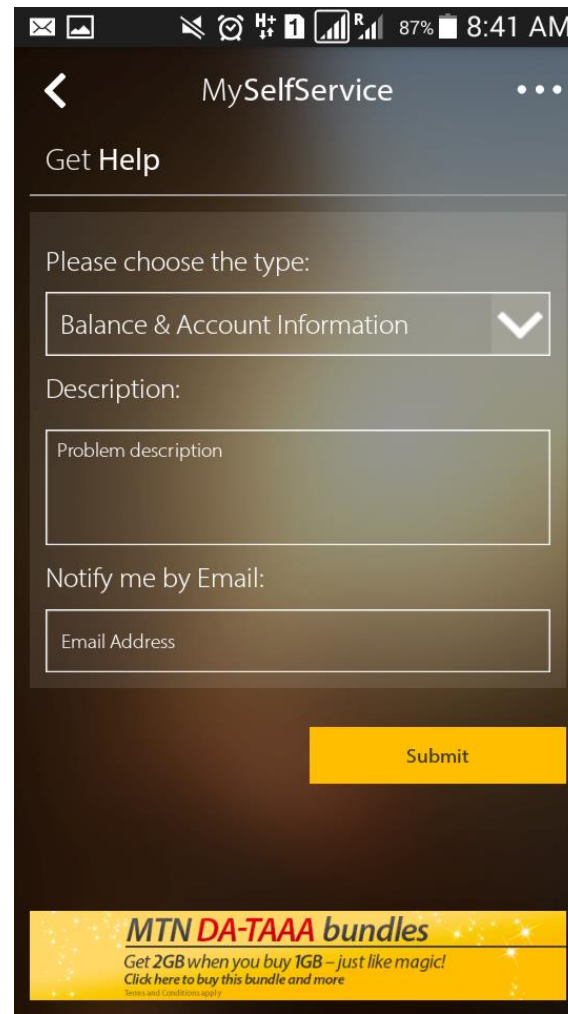
- Tap one of the following options:
 - Get Help
 - Coverage Map & Store Locator



Get Help

You can submit a service request to the customer care agent.

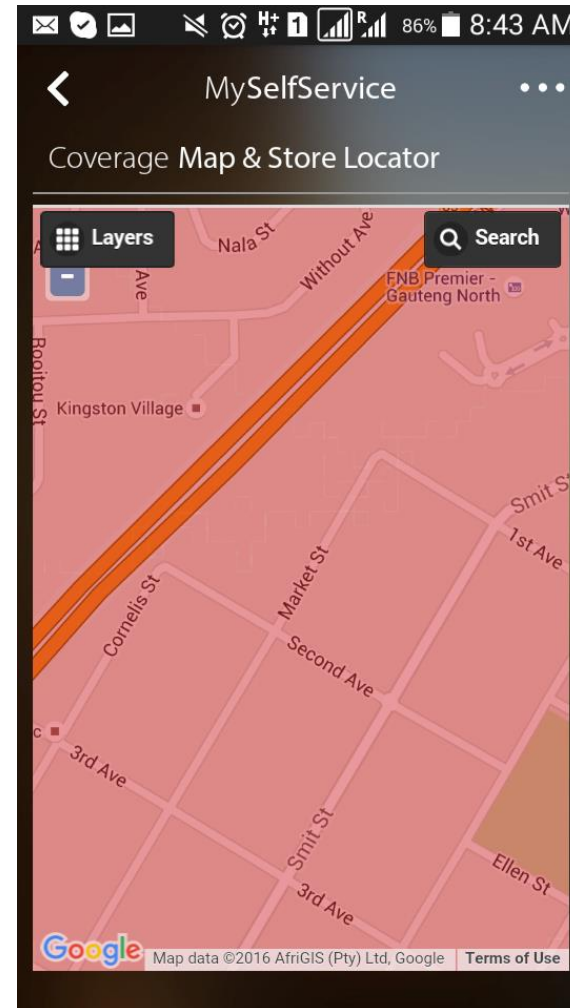
- Tap to select the type of the service.
- Enter the problem description.
- Enter the email address through which you need the notification.
- Tap **Submit**.



The screenshot shows a mobile app interface for 'MySelfService'. At the top, there's a status bar with various icons and the time '8:41 AM'. Below the app title, the 'Get Help' section contains a dropdown menu for 'Please choose the type:' with 'Balance & Account Information' selected. A text area for 'Description:' is labeled 'Problem description'. Below that, a field for 'Notify me by Email:' is labeled 'Email Address'. A yellow 'Submit' button is at the bottom right. At the very bottom, there's a promotional banner for 'MTN DA-TAAA bundles' with the text 'Get 2GB when you buy 1GB – just like magic!' and a link to buy the bundle.

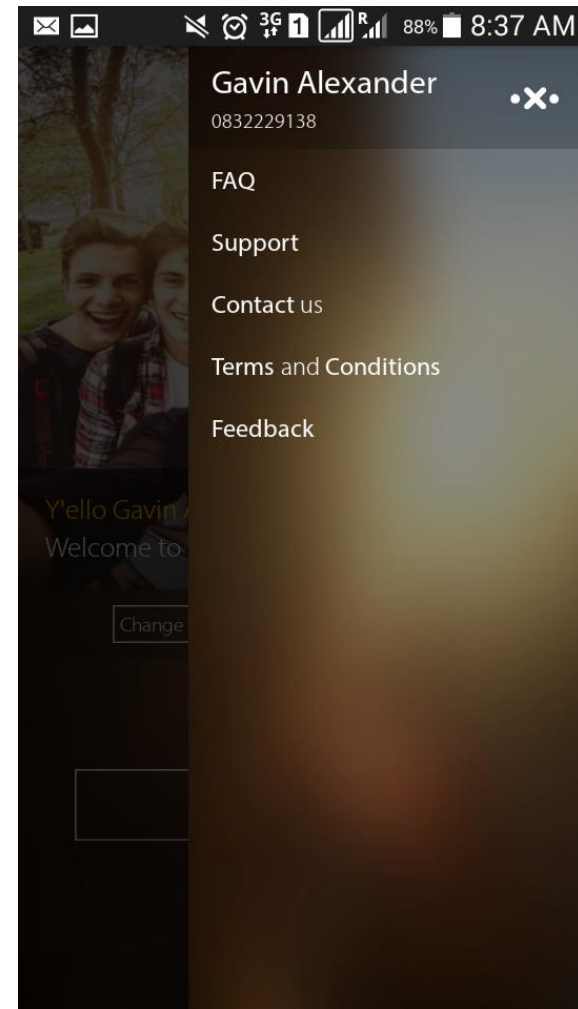
Coverage Map and Store Locator.

- Click on Layers to view coverage .
- Search for a specific location



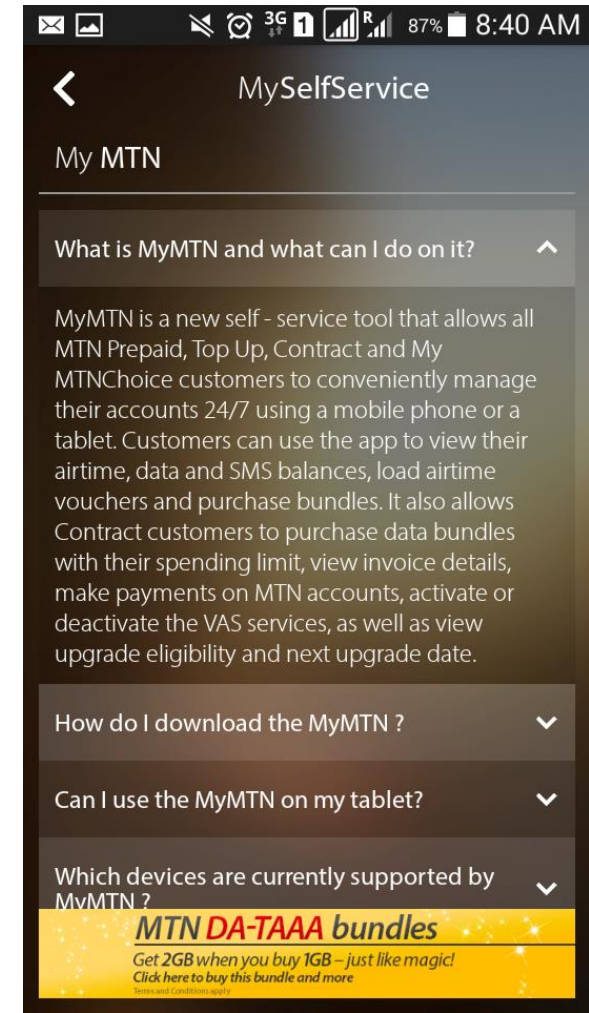
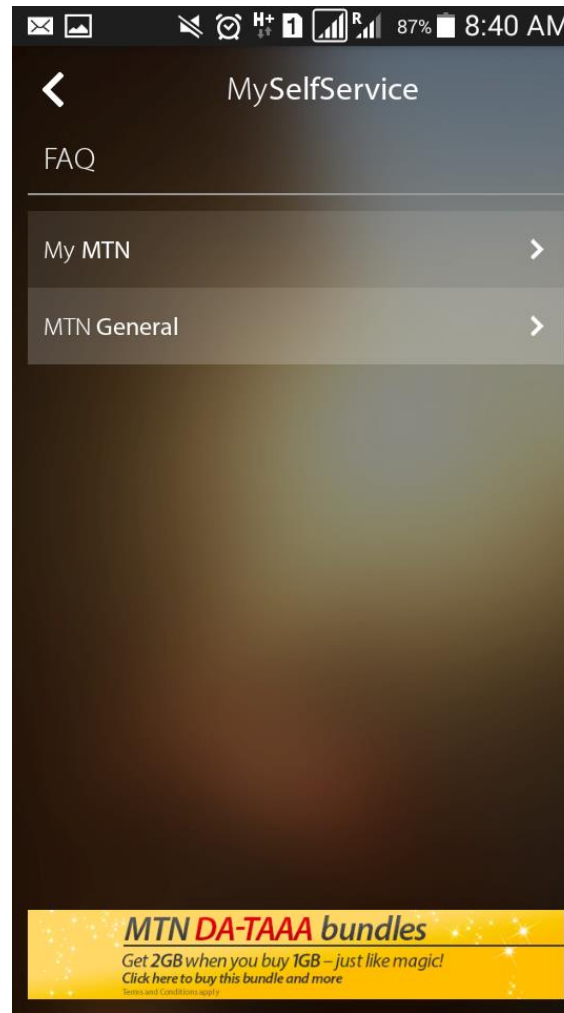
You can access the quick menu.

- Tap one of the following options:
 - [FAQ](#)
 - [Support](#)
 - [Contact us](#)
 - [Terms and Conditions](#)
 - [Feedback](#)



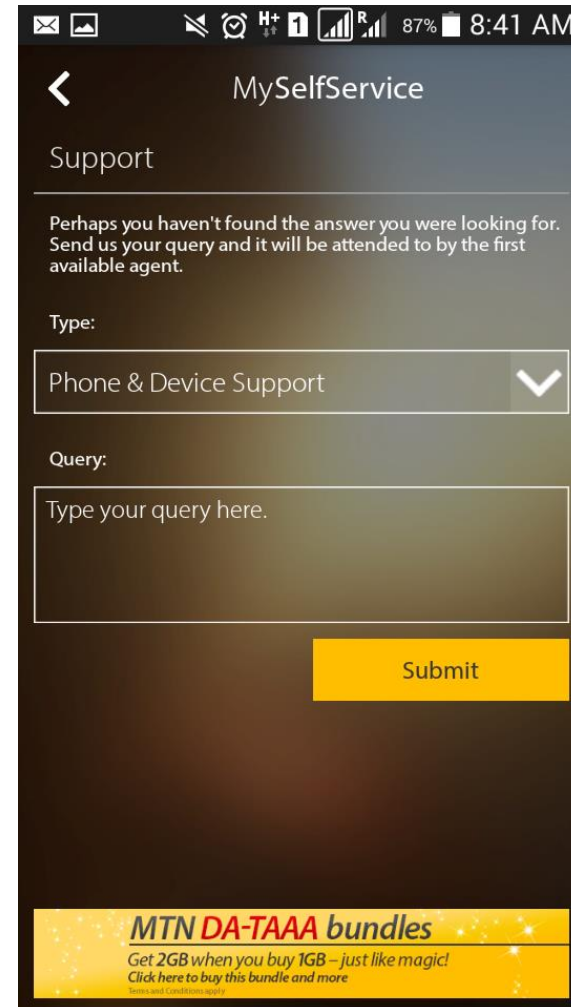
You can read the frequently asked questions about service or service settings.

- Tap one of the following options:
 - My MTN
 - MTN General
- In each category screen, tap a question to read the answer



You can request for technical support or information on services.

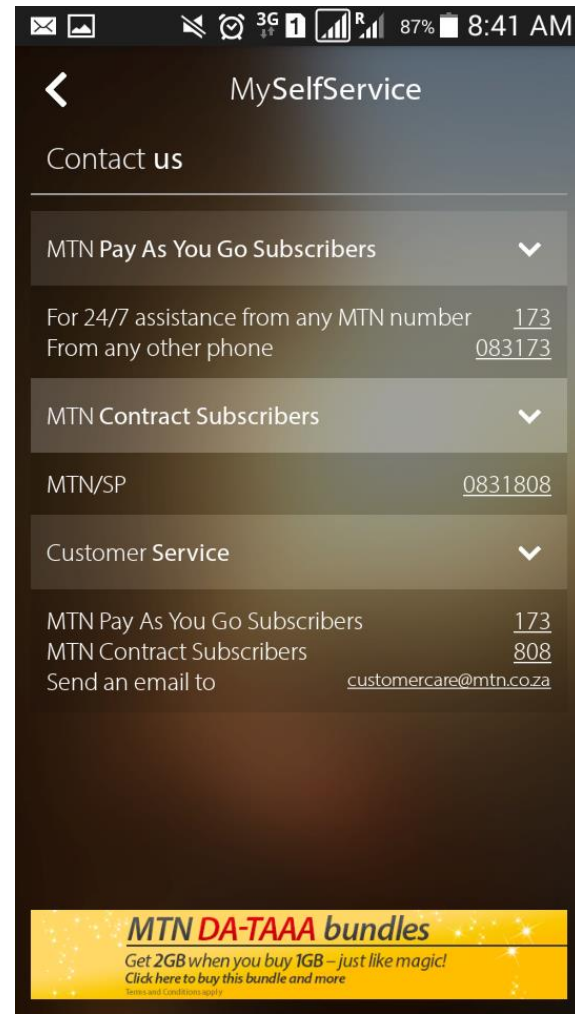
- Select the type of support request:
- Enter your question.
- Tap **Submit**.



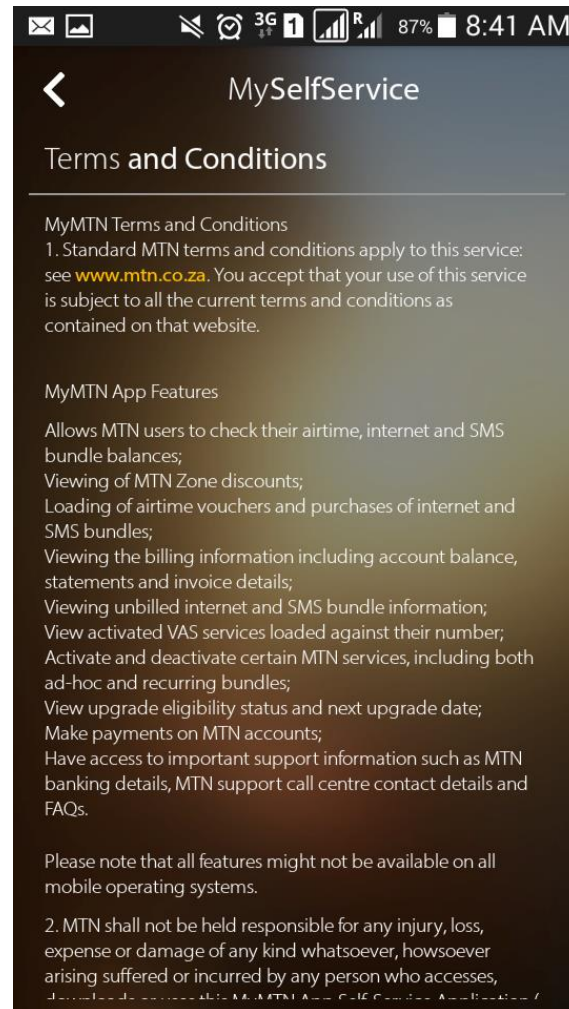
The screenshot shows a mobile app interface for 'MySelfService'. At the top, there's a status bar with icons for email, gallery, Wi-Fi, alarm, H+, signal strength, and battery at 87% (8:41 AM). Below the status bar is a header with a back arrow and the text 'MySelfService'. The main section is titled 'Support'. A message reads: 'Perhaps you haven't found the answer you were looking for. Send us your query and it will be attended to by the first available agent.' Below this, there's a 'Type:' label followed by a dropdown menu showing 'Phone & Device Support' with a checkmark icon. Underneath is a 'Query:' label followed by a large text input area with the placeholder 'Type your query here.'. A yellow 'Submit' button is located at the bottom right of the form. At the very bottom, there's a promotional banner for 'MTN DA-TAAA bundles' with the text 'Get 2GB when you buy 1GB – just like magic! Click here to buy this bundle and more' and a small note 'Terms and Conditions apply'.

You can view the contact details of the customer support service.

- Tap an option to expand and view the details.

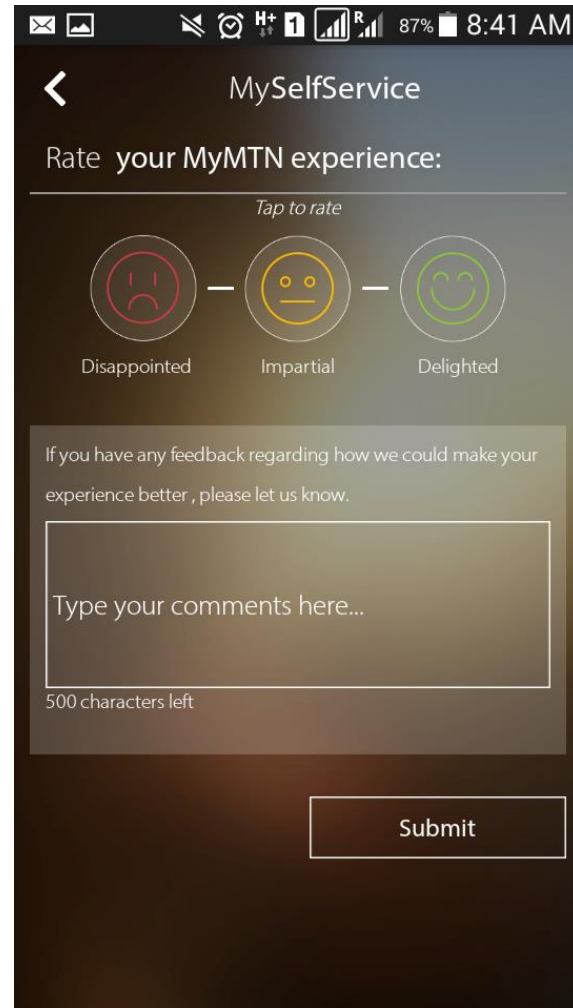


You can view the terms and conditions for using the service.



You can submit your feedback on the quality of service provided by the application that is useful to enhance the application.

- Enter your feedback.
- Tap **Submit**.



The screenshot shows a mobile application interface for 'MySelfService'. At the top, there's a status bar with various icons and the time '8:41 AM'. Below the status bar, a back arrow is on the left, and the title 'MySelfService' is on the right. The main heading is 'Rate your MyMTN experience:'. Below this, there's a 'Tap to rate' prompt. Three circular icons are displayed: a red sad face labeled 'Disappointed', a yellow neutral face labeled 'Impartial', and a green happy face labeled 'Delighted'. Below the icons, there's a text input area with the placeholder 'Type your comments here...' and a character count '500 characters left'. At the bottom right, there is a 'Submit' button.



Thank you

Thank you
Ro livhuwa Re a leboha Enkosi
Siyathokoza Siyabonga
Inkomo Dankie
Siyabonga
Ro livhuwa Re a leboha Enkosi
Siyathokoza Dankie
Inkomo Ro livhuwa



everywhere you go