

## **Frequently Asked Questions (FAQs)**

### **What payments methods are accepted?**

We accept the following:

- MPESA (Paybill number provided )
- VISA/Mastercard
- Paypal

### **Which devices can I set up TV Mtaani on?**

You can set up on:

- Smart TV with app loading capabilities(Advise brand and model)
- Smart Phone (IOS or Android)
- Android box
- Fire Stick
- Laptop

### **What details are required for someone to be set up?**

You need to advise which gadget you want to stream from. (Refer to list above)

### **What are the prerequisites to be set up?**

- Any of the gadgets listed above
- Internet connection

### **What internet speeds do I require?**

As links and bandwidth fluctuate, for best experience, you need at least 10MBps of stable connection.

### **How do I set up my gadget?**

Instruction and how to guides are available. Also in case of any challenges you can reach us on email or phone.

### **Is there any physical installation, cabling, dishes required?**

None required.

### **Is there an installation fee?**

None , installation is absolutely free!

### **Can I cancel my service?**

- Providing services and setting up a new account bring costs to TV Mtaani. Therefore, before paying for the service, be absolutely sure that you want the service, otherwise we cannot cancel or change a service.
- If you aren't sure about the service you want to buy, you can first contact us and get help.
- If you are new to TV Mtaani and don't know quality of the service, you can first ask for the Free trial account.

### **Refund policy?**

You will get a refund If you have paid for the service but we haven't yet activated the service for you, you can request a cancellation and refund.

## **What TV channels are provided?**

- There is a list of TV Mtaani channels (link to be provided). This is most complete IPTV list service and there isn't such this big collection from other provider.
- Some of channels in this list may be disabled and also many new channels is added and also will be added in future.
- You can contact us for a free Test account and check TV channel list and quality of service. (link provided)
- Some of channels are match day ONLY. This channels are available just in match times and if there is no game then TV Channel is unavailable form network.

## **Can I request for additional content?**

YES, as much as content is added daily to our service, special requests will be effected within 48hrs based on queuing mode (FIFO)

## **How can I test the service?**

- You can contact us here (link)
- Send as an email at [sales@tvmtaani.co.ke](mailto:sales@tvmtaani.co.ke)
- Or whatsapp us on 0720867383

## **Are there any charges for Trials?**

Trials are absolutely FREE!

## **Do you offer reseller program?**

Yes, we offer both agency (link here) and reseller (link here) programs. More details are provided on the links.

## **Do you offer support services?**

Yes we offer 24/7 online support, available either by phone or email on [support@tvmtaani.co.ke](mailto:support@tvmtaani.co.ke)

See contact us page for more details

## **Privacy Policy**

We only store your data for commercial and support purposes. Once you are out of contract these data is deleted accordingly.