

## **Terms and Conditions – Home Connecta Flexi Bundles Promotion**

**Last Updated: September 2022**

1. All standard terms and conditions of Cell C Limited and Cell C Service Provider Company Proprietary Limited apply.
2. All prices and usage rates advertised are inclusive of VAT, unless otherwise stated.
3. Standard RICA rules and processes apply. These shall be found at <https://www.cellc.co.za/cellc/static-content/PDF/RICA.pdf>
4. It is important that you read, understand and agree to these terms and conditions before you purchase the Home Connecta Flexi plans and/or bundles.
5. **IN THE EVENT THAT YOU DO NOT UNDERSTAND ANY OF TERMS AND CONDITIONS, PLEASE GET IN TOUCH WITH US AND WE WILL EXPLAIN THEM TO YOU. IF YOU DO NOT UNDERSTAND OR AGREE TO THESE TERMS AND CONDITIONS, PLEASE DO NOT CONTINUE PARTICIPATING IN THIS OFFER. YOUR CONTINUED PARTICIPATION IN THE OFFER WILL CONSTITUTE YOUR AGREEMENT TO BE BOUND BY AND COMPLY WITH THESE AND APPLICABLE TERMS AND CONDITIONS.**
6. The Home Connecta Flexi bundles will be available as a promotion from 27 March 2021 until 31 January 2023.
7. Home Connecta Flexi bundles are available to new prepaid customers buying a Home Connecta Flexi starter pack or existing prepaid customers migrating to the Home Connecta Flexi tariff plan.
8. Only customers on the Home Connecta Flexi tariff plan will be able to make use of the Home Connecta Flexi bundles.
9. Home Connecta Flexi bundles will be available through the following channels as determined by Cell C from time to time:
  - a Cell C USSD menu
  - b Cell C App
  - c Cell C Portal
  - d Cell C branded or Franchise stores
10. Customers can purchase the Home Connecta Flexi bundles by
  - a Converting airtime to buy bundles or
  - b Using a debit or credit card
11. Home Connecta Flexi is suited for use on mobile or portable devices.
12. Home Connecta Flexi data is intended only for use on the LTE/LTE-A network, and therefore LTE/LTE-A coverage and an LTE/LTE-A enabled device are required for Home Connecta Flexi data usage.
13. Home Connecta Flexi voice calls are intended only for use on the 3G network, and therefore 3G coverage and a 3G enabled device are required for Home Connecta Flexi voice usage.
14. **It is very important that customers first confirm that they have sufficient network coverage before purchasing a Home Connecta Flexi starter pack, Home Connecta Flexi bundles or when migrating into the Home Connecta Flexi tariff plan. Cell C will not be liable to reimburse you for any bundles that you purchase and that are not supported by coverage in your area.**
15. For coverage information customers can:
  - a Visit: <https://www.cellc.co.za/cellc/coverage-map/>
  - b Call the call centre on 084 135
  - c Enquire at a Cell C store

16. Only Home Connecta Flexi data and voice bundles will be allowed on the Home Connecta Flexi tariff plan.
17. Where the customer has fully depleted the inclusive value of the bundle purchased, the customer may further purchase top-up bundles.
18. Where applicable, the Nite data is applicable for use from 00:00 to 04:59:59 daily.
19. Home Connecta Flexi bundles will be available to the customer to use for the validity period advertised for each respective bundle, which validity periods can be found listed at <https://www.cellc.co.za/cellc/home-connecta-flexi>. Customers can extend their remaining bundle value carry-over by using the roll-over service. This will allow any remaining bundle value to be carried over at no cost, for a limited period. Should customers choose not to use the roll-over service, the remaining bundle value will be forfeited.
20. If the customer wishes to extend the validity of the bundle beyond the limited period granted through the use of the roll-over service, the customer shall be required to purchase further rollover.
21. The billing increment for data usage will be 100KB. This means that customers will be billed at a rate per 100KB block of data usage.
22. Voice calls on the Home Connecta Flexi tariff plan will be billed on a per minute basis.
23. Cell C will offer a reconnect service to an end-user on a per minute tariff plan for valid dropped calls. Cell C customers may call the Call Centre in a case of a valid dropped call and will be reimbursed accordingly.
24. Home Connecta Flexi bundles cannot be used for international usage or data roaming.
25. Data transfer will not be allowed.

### **Migration**

26. Customers who have been active for less 10 day on the Cell C network will be allowed to migrate to the Home Connecta Flexi tariff plan.
27. Once a customer has migrated into the Home Connecta Flexi tariff plan, they will not be able to migrate back to their original tariff plan.
28. If the customer has voice or SMS bundles at the time of migration, such voice or SMS bundles will be forfeited.
29. Any available data bundle will be carried over at migration with the current validity.
30. Any available airtime will be carried over at migration.

### **Cancellations**

31. Home Connecta Flexi bundles cannot be cancelled or refunded once purchased.

### **General**

32. If a customer does not comply with these terms and conditions and/or the processes applicable, Cell C reserves the right to refuse the customer from taking up the Home Connecta Flexi offer.
33. Cell C reserves the right to suspend the Home Connecta Flexi bundles in its sole discretion, including when any fraudulent activity is suspected, and if the outcome of an investigation proves that fraudulent activity did occur, Cell C shall be entitled to terminate the contract.

34. Cell C and its agents, directors, affiliates, members and employees shall not be responsible in any way for claims, loss or damages (either direct, indirect, consequential or otherwise), arising from a customer's use of the Home Connecta Flexi plans and/or bundles.
35. Cell C has the right to withdraw or shorten the duration of the Home Connecta Flexi bundles in its sole and absolute discretion and will notify customers if it chooses to do so. Customers will not have a claim against Cell C in this event.