

## Isilo Mobile Terms and Conditions

1. It is important that you understand and agree to these Terms and Conditions in order for you to participate in the Isilo Mobile offer ("Isilo Mobile ").
2. All standard Terms and Conditions of Cell C and Cell C Service Provider apply to Isilo Mobile.
3. All prices and usage rates advertised in connection with Isilo Mobile include VAT, unless otherwise stated.
4. Isilo Mobile shall be available from 15 July 2016.

## Activation/Tariff Plan

1. **The Isilo Mobile tariff plan is only available to Cell C Prepaid customers.**
2. New and existing Cell C Prepaid customers will be required to purchase and then RICA an Isilo Mobile starter pack before activation can take place.
3. The Isilo Mobile starter pack shall be available through selected DNI outlets only.
4. Customers on the Isilo Mobile tariff plan will receive recharge bonus benefits when recharging their account.
5. Customers will be billed on a per second basis on the Isilo Mobile tariff plan.
6. The Isilo Mobile tariff plan rates indicated in the table below are fixed and apply at any time of the day:

ISILO MOBILE TARIFF PLAN	
BILLING INCREMENTS	1:1 (Per Second Billing)
<b>VOICE CALL CHARGES</b>	
<b>PEAK</b>	
ON-NET	R1.52
OFF-NET / FIXED LINES	R1.52
<b>OFF PEAK</b>	
ON-NET	R1.52
OFF-NET / FIXED LINES	R1.52
<b>MESSAGING</b>	
SMS Local	R0.51
SMS INTERNATIONAL	R1.72
MMS	R0.51
<b>DATA</b>	
DATA (PAY PER USE PER MB)	R1.01
<b>INTERNATIONAL/ROAMING CALLS</b>	
INTERNATIONAL CALLS	As per international calling zones
ROAMING CALLS	As per roaming zones

## **BONUS AIRTIME VALUE ON RECHARGE**

1. Recharge on the Isilo Mobile tariff plan and get 200% Bonus Airtime value back
2. Minimum recharge denomination to qualify for the 200% Bonus Airtime is a R5 (five Rand) single recharge
3. Example: Recharge with R5 and get R10 bonus airtime value which gives customers a total of R15, which is 200% Bonus Airtime value back.
4. The recharged airtime e.g. R5 can be consumed for any usage.
5. The Bonus Airtime value e.g. R10 can only be used for Cell C to Cell C voice calls/ SMS and Data.
6. Bonus Airtime shall deplete at the following rates:
  - a. R2.02 per minute
  - b. R1.01 per SMS
  - c. R2.02 per MB
7. The Bonus Airtime value is valid for up to 3 (three) days from date of recharge for recharges of R99 or below, and up to 5 (five) days for recharges of R100 or more.
8. All customers that activate on Isilo Mobile will receive the benefits when recharging.
9. All variable/flexi recharges shall also receive the associated Bonus Airtime, e.g. R7 recharge at an ATM will receive R7 Bonus Airtime value. Bonus airtime value is only awarded on recharges of R5 and above.
10. Table 2 below reflects the associated Bonus Airtime value on recharge and the validity of the Bonus Airtime value;

Recharge with	Free MegaBonus Value	Total Value	Validity
R 5	10	15	3 days
R 10	20	30	
R 20	40	60	
R 25	50	75	
R 30	60	90	
R 35	70	105	
R 50	100	150	
R 60	120	180	5 days
R 70	140	210	
R 100	200	300	
R 120	240	360	
R 150	300	450	
R 200	400	600	
R 300	600	900	
R 500	1000	1500	

All Flexi/Variable recharges will also receive the 200% FREE bonus airtime value. The bonus is awarded according to the recharge amount.

### **FREE Weekend Calling**

1. Customers must perform a single recharge of R20 (twenty Rand) or more during weekdays i.e. from Monday 00:01 to Friday 23:59 to qualify for FREE Weekend Calling.
2. FREE Weekend Calling shall offer qualifying customers 30 (thirty) On-Net Minutes on Saturday and another 30 (thirty) On-Net minutes on Sunday to call any Cell C Customer.
3. The first 30 (thirty) On-Net minutes awarded on Saturday shall be valid from Saturday 00:01 until 23:59, for the week in which the recharge of R20 (twenty Rand) or more was performed.
4. The second 30 (thirty) On-Net minutes awarded on Sunday shall be valid from Sunday 00:01 until 23:59, for the weekend in which the recharge of R20 (twenty Rand) or more was performed.
5. The FREE Weekend Calling shall be depleted on per minute billing.
6. **FREE Weekend Calling can only be earned once a week in which a recharge of R20 (twenty Rand) or more was performed. Any subsequent recharges of R20 (twenty Rand) or more will not attract any further FREE Weekend Calling minutes.**

### **Validity/Expiry of Bonus Airtime**

1. All Bonus Airtime for recharges of R99 (ninety nine Rand) or below will carry a 3 (three) day validity period and recharges of R100 (one hundred Rand) or more will carry a 5 (five) day validity period.
2. Out of bundle usage will apply if no other free or inclusive value is available.
3. Subsequent recharges within the original validity period will consolidate the bonus value (old plus new) and extend the expiry date to the new voucher expiry (latest or longest voucher expiry).

## **Migrations (out)**

### **1. Prepaid to Prepaid**

- Customers migrating from Isilo Mobile to any other prepaid tariff plan will immediately forfeit any benefits and bonus values obtained through Isilo Mobile.
- The first prepaid migration in the month is FREE, any subsequent prepaid migrations are charged at R5 per migration.

### **2. Prepaid to Hybrid/TopUp**

- Customers migrating from the Isilo Mobile Plan to any Hybrid/TopUp package will immediately forfeit any benefits and bonus values obtained through the Isilo Mobile Plan.

### **3. Prepaid to Contract**

- Customers migrating from the Isilo Mobile Plan to any Contract package will immediately forfeit any benefits and bonus values obtained through the Isilo Mobile Plan.

## **Exclusions:**

1. The Isilo Mobile tariff plan is not available to TopUp and Postpaid Customers.
2. The Bonus Airtime Value & FREE Weekend Calling is only available for On-Net usage, the following usage types are excluded:
  - a) Off-Net calls will be charged at out of bundle rates
  - b) International and Premium Rated SMSs and MMSs will be charged at out of bundle rates
  - c) International Calling, Roaming and Special Numbers will be charged at out of bundle rates
  - d) Data consumption while roaming internationally will not deplete from the Bonus Airtime value. Data roaming rates will apply and will be charged as out of bundle rates
  - e) SMS/Voice usage while roaming shall be charged as out of bundle usage at applicable roaming rates.
  - f) All premium rated services, content services, WASP services, VASs, Bundle purchases and VAS services cannot be subscribed to using the Bonus Airtime value.

- g) Out of bundle usage will be depleted from the Customers airtime account
3. Isilo Mobile and the associated Bonus Airtime & FREE Weekend Calling are not available to customers who are on any CST, WASP and/or LCR (least cost routing) products/services.
  4. The Bonus Airtime & FREE Weekend Calling benefits may not be used in conjunction with any other promotion included in other Cell C's products to generate additional benefits. Cell C will regard this act as a fraudulent activity and will suspend the service immediately pending an investigation.
  5. The Bonus Airtime & FREE Weekend Calling is available to customers for personal usage whether they are individual or belong to a corporate or business account held at Cell on Prepaid. This product is not to be consumed for commercial usage or any form of on-seller usage where the customer uses this product and charges for the service.

## **General**

1. Any valued added services added to the account will be deducted from the customer's airtime.
2. Each MMS will deplete at a maximum of 300KB, should the MMS exceed this amount, and multiple MMSs will be billed for the single transaction.
3. All Premium rated or special numbers calls, SMSs and MMSs will be charged as out of bundle usage.
4. Cell C reserves the right to suspend the Isilo Mobile and its benefits 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 Isilo Mobile and/or benefits.
5. Cell C may amend, modify or otherwise change these terms and conditions in its sole and absolute discretion on notice to you and the amended version will be displayed in the same media as these terms and conditions. By continuing to make use of Isilo Mobile you agree and understand that you will be bound by the amended terms and conditions.
6. It is important that you understand that all customers who make use of Isilo Mobile indemnify Cell C, its directors, affiliates, members, partners, employees, agents, consultants, suppliers, contractors and sponsors against any loss or damages, either direct, indirect, consequential or otherwise, arising from its participation in Isilo Mobile.
7. Cell C has the right to withdraw, or shorten the duration of Isilo Mobile 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.