

CELL C TERMS & CONDITIONS FOR ROLLOVER

According to the End-User Subscriber Service Charter Regulation, customers must be allowed the ability to rollover any data that is about to expire. The customer's data bundles will be displayed from earliest expiry to latest expiry date. Rollover will only be applicable for data.

For rollover, customers who have data that is about to expire will be able to buy additional time and in doing so extend the validity of their data. Customers will only be buying time; no additional data will be added. The additional time purchased will be added to the existing expiry date and **not from the time the rollover is purchased (e.g. Sam decides to extend (rollover) his data by 7 days, the data bundle he is extending currently expires on 1 December, when he extends (rollover) his data bundle it will extend (rollover) from 1 December to 8 December).**

Rollover information:

- The rollover time purchased will be added to the current expiry date of the bundle.
- The new expiry date will be at 23:59:59 either 1, 7 or 30-days from the current expiry date.
- Customers can rollover data multiple times.
- Contract customers on voice and data plans get one month's rollover on unused inclusive data, voice and SMS.
- Customers will be able to rollover any unused data at the end of the 2nd month before it expires.
- The current "Extenda" functionality that works with 30-day data bundles will continue to be offered on its own current terms and conditions.
- Customers on the 30-day Data bundle product will be able to extend the validity of a bundle and any remaining data value by purchasing a new bundle before the expiry of the current bundle.
- For recurring bundles any remaining value before expiry is automatically rolled over while the recurring bundle order is active.

Customers will be given the option to extend their data by:

- 1 day,
- 7 days or
- 30 days

Available to:

- All customers who have one of the compatible bundles active will be allowed to rollover data that is about to expire.

The following data will be compatible with rollover

- 30-day / calendar month validity data bundles
- Inclusive data (i.e. data that is included on a voice / data contract)
- 365-day validity data bundles
- Daily data bundles
- Daily nite bundles

Excluding the following bundles:

- WhatsApp bundles
- ShoutOut bundles
- Facebook data – any data given for specific use on Facebook (Connector plans)
- Black data (any data given for specific use on black)
- Free anytime, any use data (any data that is given for free as part of a deal or promotion)
- Prepaid Reward data (any data given to the customer on a recharge on plans like MegaData / SupaCharge)
- Campaign data (any data given to the customer for them performing an action as part of a campaign)

General

- You are responsible for managing your rollover on the various Cell C platforms, and you will be liable for any and all charges incurred should you choose to rollover your data (whether prepaid, hybrid or post-paid).
- It is important that you understand that all customers indemnify Cell C and 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 your use of Cell C's products and services.
- 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 Cell C's products and services, you agree and understand that you will be bound by the amended terms and conditions.