

## “ULTRABONUS” Prepaid Tariff Plan Terms and Conditions

1. It is important that you understand and agree to these terms and conditions for the “ULTRABONUS” tariff plan for the Prepaid service (“**Service**” or “**ULTRABONUS**” **Tariff Plan**).
2. All standard Terms and Conditions of Cell C Limited and Cell C Service Provider Limited apply. These can be found at <http://www.cellc.co.za/terms-and-conditions>.
3. All prices and usage rates advertised include VAT (at the prevailing rate, being, as at the date of these terms and conditions, 15%), unless otherwise stated.
4. The “ULTRABONUS” Tariff Plan will be available from 16 July 2018.

### Activation/Tariff Plan

1. Standard RICA processes and business rules apply. These processes and business rules can be found at <http://www.cellc.co.za/about/rica>. New customers will be required to RICA a Cell C starter pack before activation. To RICA the following documentation is required:
  - a) A South African Identity Book or Card OR Valid Passport
  - b) Proof of address
2. New customers, including those porting in to Cell C, will by default be activated on the “ULTRABONUS” Tariff Plan.
3. Existing Cell C Prepaid customers can migrate to the “ULTRABONUS” Tariff Plan via USSD on both the \*147# and \*108# USSD codes.
4. Voice calls will be billed on a per-second basis.
5. The rates indicated in the table below are fixed and apply at any time of the day.

“UltraBonus” Tariff Plan Rates	
Data	R1,75 (per MB)
Voice calls (to any local network at any time)	R1,75 (per minute – billed per second)
SMS (to any local network at any time)	R0,50
MMS	R0,50
International SMS	R1,74
International calls	As per international calling rates
International roaming	As per country and individual network rates*
*International roaming services Prepaid T’s and C’s are applicable	

### Recharge bonus

1. Customers on the “ULTRABONUS” Tariff Plan will automatically receive FREE Bonus airtime on every recharge they make (“**Bonus Airtime**”).
2. Customers will receive the face value of the recharge they make as well as the Bonus Airtime (triple your recharge).
3. The Bonus Airtime will total 2x (200%) of the actual amount recharged by the customer.
4. The Bonus Airtime is made up of:
  1. 1x (100%) Bonus Airtime for any-network usage AND
  2. 1x (100%) Bonus Airtime for on-net usage

5. The table below shows examples of the Bonus Airtime reward per recharge denomination.

<b>Airtime Recharge value</b>	<b>+</b>	<b>Any-net Bonus airtime</b>	<b>+</b>	<b>On-net Bonus airtime</b>	<b>=</b>	<b>Total airtime received</b>	<b>VALIDITY OF BONUS VALUE</b>
R5	+	R5	+	R5	=	R15	24 hours
R10	+	R10	+	R10	=	R30	24 hours
R15	+	R15	+	R15	=	R45	24 hours
R20	+	R20	+	R20	=	R60	24 hours
R25	+	R25	+	R25	=	R75	24 hours
R30	+	R30	+	R30	=	R90	24 hours
R35	+	R35	+	R35	=	R105	24 hours
R50	+	R50	+	R50	=	R150	24 hours
R100	+	R100	+	R100	=	R300	24 hours
R200	+	R200	+	R200	=	R600	24 hours
R300	+	R300	+	R300	=	R900	24 hours
R500	+	R500	+	R500	=	R1500	24 hours

6. Bonus Airtime can be used for voice calls, SMS and Internet (data) usage as per below

	<b>Any-net bonus airtime</b>	<b>On-net bonus airtime</b>
Calls to any local network (including Cell C)	Y	N
Calls to Cell C	Y	Y
SMS to any local network (including Cell C)	Y	Y
Data	Y	Y

7. Variable recharges will also receive Bonus Airtime, for example recharge with R14 and get R14 airtime PLUS R14 any-net Bonus Airtime and R14 on-net Bonus Airtime.
8. The Bonus Airtime will deplete at the following rates:
  2. Voice calls – R2.50/minute on per-second billing
  3. SMS- R1.00
  4. Data- R2.00/MB
9. Non-airtime recharges such as an Airtime Share, Emergency Airtime, All-In-One voucher, R39 SMS voucher, prepaid data package or bundle purchase DO NOT qualify for the Bonus Airtime reward. Only airtime recharges qualify for the Bonus Airtime reward.
10. Bonus Airtime value cannot be consumed for any:
  2. Premium rated usage
  3. Bundle purchases (VAS / Data / SMS / Voice or other Cell C bundles)
  4. Content purchases
  5. International calls/SMS
  6. International roaming usage
11. Bonus Airtime cannot be transferred to any other Cell customer.

### **Validity/Expiry**

1. Bonus Airtime is valid for 24 hours from the time of recharge.
2. Bonus Airtime not used before the expiry time will be forfeited.
3. Any recharge made while there is Bonus Airtime still available (i.e. not expired) will lead to the existing Bonus Airtime balance being added to the new Bonus Airtime allocation.
  - o The expiry time of the new Bonus Airtime balance (as per above) will be 24 hours from the most recent qualifying recharge.

### **Migrations**

1. All customers wanting to migrate either in or out of the “ULTRABONUS” Tariff Plan can do so via \*108# or \*147# USSD menus, subject to the below business rules which apply to all migrations:
2. Migration out:
  1. Customers will be allowed to migrate to other prepaid tariff plans (as per defined business rules).
  2. Customers will however lose any Bonus Airtime rewarded to them on the “ULTRABONUS” Tariff Plan and will not qualify for Bonus Airtime on subsequent recharges.
  3. In the event of migration, any airtime balances (paid for airtime, data bundles, campaign benefits Emergency Airtime and Airtime Share values) will be migrated as well.
  4. The only benefit forfeited by migration is the available Bonus Airtime.
3. Migration in:
  1. Existing Cell C customers are able to migrate to the “ULTRABONUS” Tariff Plan.
  2. Current migration rules apply.
  3. On migration, customers will lose all bonus benefits that may be applicable on their existing tariff plan.
  4. Customers will thereafter be entitled to Bonus Airtime on qualifying recharges.
4. Migration Fee:
  1. The first migration in a month is FREE. Any subsequent migrations are charged at R7 per migration.

## Exclusions

1. The "ULTRABONUS" Tariff Plan is not available to:
  1. Contract/Postpaid and TopUp Customers
  2. CST lines
  3. WASPs
  4. LCR (Least Cost Routing) products.
2. The Bonus Airtime value is only available for local usage only, the following usage types are excluded:
  1. All international usage (i.e. voice calls, SMS or MMS)
    - The applicable international rates will apply.
  2. International roaming usage (i.e. voice calls, SMS, MMS or data usage)
    - The applicable International roaming rates will apply.
  3. All premium rated services (voice / SMS / MMS / data)
  4. Content services
  5. WASP services
  6. VAS and other bundle purchases
  7. All of the above will be billed for at the applicable rates and will be depleted from the Customers airtime account.
3. The "ULTRABONUS" Tariff Plan benefits may not be used in conjunction with any other Promotion included in other Cell C products to generate additional benefits. Cell C will regard this act as a fraudulent activity and will suspend the Service immediately pending an investigation.
4. The "ULTRABONUS" Tariff Plan is available to customers for personal usage whether they are individuals or belong to a corporate or business account held at Cell C 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.
5. Bonus Airtime value may not be transferred.

## General

1. Any valued added services or bundles added to the account will be deducted from the customer's airtime.
2. All Premium rated voice calls, SMSs, MMSs and Internet usage will be charged for at the applicable rate.
3. Customers will be allowed to do a SIM swap by using a Cell C starter pack.
  - The current SIM swap rules for Cell C customers apply.
4. All Prepaid benefits and balances will be transferred to the new SIM when a SIM swap is performed.
5. The "ULTRABONUS" Tariff Plan and any benefits can only be used for private and personal use and cannot be used for commercial purposes. The customer agrees that the benefits shall not be resold and/or used for purposes of least cost routing, SIM boxes, international bypass, payphones, WASP services or call centres.
  - Failure to adhere to this condition shall be a breach of these product terms and conditions and Cell C shall have the right to immediately suspend the customers and all benefits.
6. 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.
7. Cell C will notify you before Cell C amends or otherwise changes the terms and conditions. By continuing to participate in the "ULTRABONUS" Tariff Plan, you agree and understand that you will be bound by the terms and conditions.

8. Cell C and any of its agents, directors, affiliates, members or employees shall not be responsible in any way for claims, loss or damages (either direct, indirect, consequential or otherwise), arising from customers' use of the product.
9. Cell C has the right to withdraw the "ULTRABONUS" Tariff Plan 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.