

## Terms and Conditions of the Cell C All-In-One bundle Promotion

1. It is important that you understand and agree to these terms and conditions in order for you to participate in the All-In-One bundle Promotion (the “**Promotion**”)
2. All standard Terms and Conditions of Cell C Limited and Cell C Service Provider Company Proprietary Limited apply to the Promotion.
3. All prices and usage rates advertised are inclusive of VAT, unless otherwise stated.
4. Standard RICA rules and processes apply. These shall be found at <https://www.cellc.co.za/cellc/static-content/PDF/RICA.pdf>

### Eligibility

5. The Promotion is exclusively available to eligible individual customers from 09 September 2019 and until 28 August 2020 (the “**Promotional Period**”)
6. The Promotion is available to all Cell C Prepaid and Top Up customers.
7. Customers have a choice of purchasing a once-off All-In-One bundle.
8. The All-In-One bundle Promotion will only be available for sale on the following Platforms:
  - 8.1. \*147# USSD Menu
  - 8.2. Cell C Mobile APP
  - 8.3. Cell C Web Portal

### Purchase/Activation

9. The All-In-One bundle is activated immediately on successful purchase.
10. All-In-One bundles will be available on USSD, APP and Portal only.
11. The All-In-One bundles will allocate data and voice on activation.
  - 11.1. Data allocated is not for specific use and can be used for all internet usage
  - 11.2. Voice minutes will be allocated and split into On-net minutes and Any-net minutes
12. All-In-One Bundle purchases have no limitation. Multiple purchases will be allowed.
13. Various denominations of All-In-One bundles can be loaded and be activate at the same time.
14. The All-In-One bundles cannot be transferred or converted to airtime.
15. The All-In-One data bundles cannot be gifted to another Cell C customer.
16. The All-In-One data bundles cannot be rolled over to the next month.
17. The priority of the All-In-One bundles is the same as Cell C data bundles.
18. Multiple data bundle purchase will not extend the validity of the data bundle when loaded before the expiry time for all All-In-One bundles.
19. The billing for All-In-one bundles purchased from a Prepaid and Hybrid customers will be deducted from available Airtime balance.
20. Customers who have reached their BML limit (Bill Monthly Limit) or threshold (soft locked) will not be able to purchase the All-In-One bundles until the BLM threshold is reset.
21. Customers who are hot lined will not be able to purchase the All-In-One bundles until the status of the account is back to active.

### Usage

22. Data allocated for All-In-One bundles is not for specific use and can be used for any internet usage.

23. Voice minutes usage excludes calls to non-geographic numbers, like toll-free, share call or smart access numbers. All other non-geographic numbers to other operators will be excluded from All-In-One bundles.

### **Cancellation**

24. All-In-One bundles purchased cannot be cancelled.

### **Migrations**

25. Customer migrating to a new package or tariff plan will have their bundle carried over as long as the bundle is still within its validity period, as set out below.

### **Validity**

26. All-In-One 30MB bundle is valid until midnight for 1-day bundles from time of activation.
27. All-In-One 120MB bundle is valid until the 14<sup>th</sup> day for 14-day bundles from time of activation.
28. All-In-One 750MB, 1GB and 2.5GB bundle is valid for 30 days from time of activation until midnight of the 30<sup>th</sup> day after activation.
29. The validity periods of the All-In-One bundles cannot be extended by adding another All-In-One bundle.
30. Multiple bundle validity is independent, with the earliest purchased bundle depleting first and expiring first.
31. Usage of the All-In-One bundles is subject to an in-bundle data allocation. Customers will be charged for usage at their normal standard tariff plan unless they have inclusive data or another data bundle loaded when they exceed their usage limit.

### **Depletion**

32. Multiple bundles can be loaded while an All-In-One bundle is activated.
33. All-In-One data is depleted and charged in 25KB increments.
34. All-In-One voice minutes are depleted and charged as per second billing.
35. All-In-One data has the same priority as data bundles.
36. Where the All-In-One data usage is reached, customer's data bundle or any other data available will be used, with the data which has the earliest validity depleting first, and thereafter the customer will be billed for usage according to the customer's tariff plan.

### **General**

37. Cell C reserves the right to verify, by whatever means necessary, your eligibility to participate in this Promotion.
38. Cell C has the right to withdraw this Promotion at any stage, in its absolute and sole discretion.
39. It is important that you understand that all participants in the Promotion indemnify Cell C and its directors, affiliates, members, partners, employees, agents, consultants, suppliers, contractors and/or sponsors against any loss and/or damages, either direct, indirect, consequential or otherwise, arising from its participation in this Promotion.
40. Cell C may amend, modify and/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 participating or continuing to participate in this

Promotion, you agree and understand that you will be bound by the amended terms and conditions.