



CELL C C-FIBRE VAT RATE INCREASE FREQUENTLY ASKED QUESTIONS

Why is the VAT rate increasing?

On 21 February 2018 it was announced that, for the first time in 25 years, South Africa will see a Value Added Tax (VAT) rate increase, effective 1 April 2018. As a result of this legislated increase in VAT from 14% to 15%, the price of Cell C C-Fibre products and services will be adjusted accordingly, as these services are subject to VAT.

Who is impacted by the VAT rate increase?

The Cell C C-Fibre products and services tariff price will be adjusted accordingly, as these services are subject to VAT. This means that billable services (your C-Fibre contract subscription; C-Fibre Connector Mobile out-of-bundle rates on mobile voice, data, SMS and MMS; and C-Fibre Connector Mobile Top-up bundles) will all be impacted by the VAT rate increase.

When will the VAT rate increase be effective?

In an attempt to offer **existing C-Fibre** customers some financial relief, Cell C will absorb the VAT rate increase for the month of April and will only increase its C-Fibre rates on 1 May 2018.

The financial relief, from the VAT rate increase, for the month of April will however not apply to **new customers** that sign up for C-Fibre in the month of April. The VAT rate increase will therefore be effective 1 April 2018 for new C-Fibre customers that sign up for the service.

I am a Cell C C-Fibre customer, which services are affected by the VAT rate increase?

1. The VAT rate increase impacts the C-Fibre tariff price on the line speed.
2. Customers that will be affected by the change include customers on Vumatel, Vumatel Aerial, Openserve, FrogFoot, Octotel, Metrofibre and Waterfall Access Network.
3. Customers that formed part of the acquisition base from iConnect and Greencom will be affected by a VAT rate increase to 15% on their existing subscriptions.
4. Existing C-Fibre customers will be affected by a VAT rate increase to 15%, on the monthly pro-rata clawback value of the Wi-Fi router where applicable.



5. The installation and connection fees are not affected and remain unchanged where applicable.
6. The VAT rate increase will apply to new and existing customers.
7. The C-Fibre products affected by this increase are as follows:

TABLE 1: VUMATEL NETWORK PRICE INCREASE

C-FIBRE TARIFF PLANS VUMATEL NETWORK	OLD PRICE (INCLUSIVE VAT)	NEW PRICE (INCLUSIVE VAT)	INCLUSIVE FREE BENEFITS
C-Fibre 4Mbps/1Mbps	R 699	R 705	<ol style="list-style-type: none"> 1. Free Wi-Fi Router - Valued At R 1,699 2. Free Installation - Valued At R 1,710 Inclusive VAT 3. Free Connection - Valued At R 999 Inclusive VAT 4. Free Personalised Device Set-up 5. No bill shock - Unlimited DATA – unlimited streaming 6. Month to Month Contract
C-Fibre 20Mbps/2Mbps	R 849	R 856	
C-Fibre 20Mbps/20Mbps	R 899	R 907	
C-Fibre 50Mbps/5Mbps	R 1 049	R 1 059	
C-Fibre 50Mbps/50Mbps	R 1 099	R 1 109	
C-Fibre 100Mbps/10Mbps	R 1 199	R 1 210	
C-Fibre 100Mbps/100Mbps	R 1 249	R 1 259	
C-Fibre 200Mbps/20Mbps	R 1 799	N/A	
C-Fibre 200Mbps/200Mbps	R 1 999	N/A	
C-Fibre 1Gbps/100Mbps	R 5 999	N/A	



TABLE 2: VUMATEL AERIAL NETWORK PRICE INCREASE

C-FIBRE TARIFF PLANS VUMATEL AERIAL NETWORK	OLD PRICE (INCLUSIVE VAT)	NEW PRICE (INCLUSIVE VAT)	INCLUSIVE FREE BENEFITS
C-Fibre 4Mbps/1Mbps	R 699	R 705	<ol style="list-style-type: none"> Free Wi-Fi Router - Valued At R 1,699 Free Installation - Valued At R 1,710 Inclusive VAT Free Connection - Valued At R 999 Inclusive VAT Free Personalised Device Set-up No bill shock - Unlimited DATA – unlimited streaming Month to Month Contract
C-Fibre 20Mbps/2Mbps	R 849	R 856	
C-Fibre 20Mbps/20Mbps	R 899	R 907	
C-Fibre 50Mbps/5Mbps	R 1 049	R 1 059	
C-Fibre 50Mbps/50Mbps	R 1 099	R 1 109	
C-Fibre 100Mbps/10Mbps	R 1 199	R 1 210	
C-Fibre 100Mbps/100Mbps	R 1 249	R 1 259	
C-Fibre 200Mbps/20Mbps	R 1 799	N/A	
C-Fibre 200Mbps/200Mbps	R 1 999	N/A	
C-Fibre 1Gbps/100Mbps	R 5 999	N/A	

TABLE 3: FROGFOOT NETWORK PRICE INCREASE

C-FIBRE TARIFF PLANS FROGFOOT NETWORK	OLD PRICE (INCLUSIVE VAT)	NEW PRICE (INCLUSIVE VAT)	INCLUSIVE FREE BENEFITS
C-Fibre 10Mbps/10Mbps	R 749	R 759	<ol style="list-style-type: none"> Free Wi-Fi Router - Valued At R 1,699 Free Installation - Valued At R 1, 710 Inclusive VAT Free Connection - Valued At R 1, 140 Inclusive VAT Free Personalised Device Set-up No bill shock - Unlimited DATA – unlimited streaming Month to Month Contract
C-Fibre 20Mbps/20Mbps	R 799	R 809	
C-Fibre 50Mbps/50Mbps	R 899	N/A	
C-Fibre 100Mbps/100Mbps	R 999	N/A	
C-Fibre 1Gbps/100Mbps	R 5 999	N/A	



TABLE 4: OPENSERVE NETWORK PRICE INCREASE

C-FIBRE TARIFF PLANS OPENSERVE NETWORK	OLD PRICE (INCLUSIVE VAT)	NEW PRICE (INCLUSIVE VAT)	INCLUSIVE FREE BENEFITS
C-Fibre 4Mbps/2Mbps	R 749	N/A	<ol style="list-style-type: none"> Free Wi-Fi Router - Valued At R 1,699 Free Installation - Valued At 2, 280 Inclusive VAT Free Connection - Valued At R 570 Inclusive VAT Free Personalised Device Set-up No bill shock - Unlimited DATA – unlimited streaming Month to Month Contract
C-Fibre 10Mbps/5Mbps	R 849	R 856	
C-Fibre 20Mbps/10Mbps	R 899	R 907	
C-Fibre 40Mbps/20Mbps	R 1 099	R 1 109	
C-Fibre 100Mbps/50Mbps	R 1 249	R 1 259	

TABLE 5: METROFIBRE NETWORKX PRICE INCREASE

C-FIBRE TARIFF PLANS METROFIBRE NETWORKX	OLD PRICE (INCLUSIVE VAT)	NEW PRICE (INCLUSIVE VAT)	INCLUSIVE FREE BENEFITS
C-Fibre 10Mbps/10Mbps	R 749	R 759	<ol style="list-style-type: none"> Free Wi-Fi Router - Valued At R 1,699 Free Installation - Valued At 1, 710 Inclusive VAT Free Connection - Valued At R 570 Inclusive VAT Free Personalised Device Set-up No bill shock - Unlimited DATA – unlimited streaming Month to Month Contract
C-Fibre 25Mbps/25Mbps	R 899	R 909	
C-Fibre 50Mbps/50Mbps	R 1 099	R 1 109	
C-Fibre 100Mbps/100Mbps	R 1 399	N/A	



TABLE 6: OCTOTEL NETWORK PRICE INCREASE

C-FIBRE TARIFF PLANS OCTOTEL NETWORK	OLD PRICE (INCLUSIVE VAT)	NEW PRICE (INCLUSIVE VAT)	INCLUSIVE FREE BENEFITS
C-Fibre 10Mbps/5Mbps	R 649	R 655	1. Free Wi-Fi Router - Valued At R 1,699 2. Free Installation - Valued At 1, 710 Inclusive VAT 3. Free Personalised Device Set-up 4. No bill shock - Unlimited DATA – unlimited streaming 5. Month to Month Contract
C-Fibre 10Mbps/10Mbps	R 749	R 756	
C-Fibre 20Mbps/5Mbps	R 799	R 807	
C-Fibre 20Mbps/20Mbps	R 899	R 907	
C-Fibre 100Mbps/25Mbps	R 999	R 1 008	
C-Fibre 100Mbps/100Mbps	R 1 199	R 1 210	
C-Fibre 200Mbps/200Mbps	R 1 499	R 1 513	

TABLE 7: C-FIBRE CONNECTOR MOBILE OOB PRICE INCREASE

C-FIBRE CONNECTOR MOBILE	OOB RATES	VOICE INCLUDING VAT	DATA INCLUDING VAT	SMS INCLUDING VAT	MMS INCLUDING VAT	INTERNATIONAL SMS INCLUDING VAT	WI-FI CALLING INCLUDING VAT
Old OOB Rate		R 1.50	R 0.99	R 0.50	R 0.50	R 1.70	R 0.50
New OOB Rate		R 1.52	R 1.00	R 0.51	R 0.51	R 1.72	N/A