



## **C-FIBRE CONNECTOR FREQUENTLY ASKED QUESTIONS**

### **1. What is C-Fibre Connector?**

C-Fibre Connector is a converged tariff plan offering uncapped fibre, mobile voice, mobile data and mobile Wi-Fi calling. C-Fibre Connector tariff plans presents Cell C with the opportunity to extend an-all-in-one service offering, addressing the voice and data connectivity needs of your family in the home, office and on the go. In addition Wi-Fi calling provides an indoor voice calling solution for rooms with poor mobile reception.

### **2. Where can I sign up for C-Fibre Connector?**

C-Fibre Connector is available through the following channels:

- Cell C Fibre Field sales team which you can email at [myfibre@cellc.co.za](mailto:myfibre@cellc.co.za);
- Cell C Fibre Telesales team which you can contact on 084 145 or email at [Fibredirect@cellc.co.za](mailto:Fibredirect@cellc.co.za);
- Through our online channel, namely C-Fibre online sales channel, which can be accessed at <https://www.cellc.co.za/cellc/c-fibre>;
- Cell C Business Sales Channel which you can contact on 084 194 4000 or email [BusinessSales@cellc.co.za](mailto:BusinessSales@cellc.co.za);
- Through select Cell C stores which can be viewed at <https://www.cellc.co.za/cellc/c-fibre>.

### **3. What are the benefits of the new C-Fibre Connector plans?**

C-Fibre Connector tariff plan provide subscribers with the following inclusive benefits;

- Unlimited, unrestricted and unshaped fibre;
- C-Fibre Connector mobile offering;
  - 1000 Any-net voice minutes per SIM per month
  - 2GB of mobile data per SIM per month
  - 500 Any-net Wi-Fi calling minutes per SIM per month
  - To send SMS, the customer will be required to recharge with airtime
- A free Wi-Fi Router valued at R 1,699 inclusive of VAT, subsidised by Cell C, subject to a pro-rated claw back\*;
- Free installation starting from R 1, 710 inclusive of VAT. Please note that this value will vary depending on the fibre network and will be subsidised by Cell C, subject to a pro-rated claw back\*;  
(Free installation is limited to the standard Installation provided by the fibre network operator. Any additional installation requirements outside of the standard Installation will be for the customer's account);
- Free connection starting from R 570 inclusive of VAT. Please note that this value will vary depending on the fibre network operator and will be subsidised by Cell C, subject to a pro-rated claw back\*;
- FREE personalised device set-up;

**\*A 24 month pro-rated clawback in the event of an early cancellation of the contract, i.e. the customer will be liable for the outstanding pro-rata amount of the installation, connection or Wi-Fi router (as applicable) should they cancel the contract within the first 24 month period from the service activation date.**



#### **4. What is the contract term on C-Fibre Connector?**

Notwithstanding the date of the C-Fibre line installation, the use of the C-Fibre Connector tariff plans will be on a month to month basis, until such time as C-Fibre Connector is cancelled.

#### **5. Is C-Fibre Connector bundled with a mobile handset?**

The C-Fibre Connector mobile service is offered on SIM only basis and a mobile handset is not included as part of the service. The customer may purchase the mobile handset separately.

#### **6. Can an existing Cell C mobile voice customer migrate to C-Fibre Connector?**

Migration of existing Cell C mobile voice tariff plans to C-Fibre Connector is allowed, however the Cell C mobile voice tariff plan will first be migrated to a pre-paid tariff plan, as customers are first required to settle any outstanding pro-rata clawback amounts owing on their mobile handsets, before their existing Cell C mobile line can be converted to the C-Fibre Connector tariff plan.

#### **7. Can I migrate my mobile handset to C-Fibre Connector?**

- No. existing Cell C post-paid and hybrid mobile voice customers can only migrate to the C-Fibre Connector if they convert the existing mobile line to pre-paid first and then convert the mobile lines to C-Fibre Connector mobile. This is required in-order to allow for the settlement of the outstanding mobile handset fees on the existing post-paid or hybrid mobile voice contract.
- Existing mobile handset fee's cannot be migrated to the C-Fibre Connector tariff plan i.e. a customer migrating from Pinnacle 250 needs to settle the outstanding fees on the mobile handset prior to the mobile line being converted to C-Fibre Connector tariff plan.
- Should the subscriber have an existing mobile handset/handsets linked to their existing standard Cell C mobile contract, they will be provided with the option of settling the outstanding amount on the mobile handset once-off before signing up for C-Fibre Connector tariff plan.

#### **8. Are C-Fibre Connector mobile SIM cards offered on post-paid or hybrid tariff plan?**

C-Fibre Connector mobile SIM cards are available on a hybrid tariff plan and should the subscriber run out of the inclusive benefits, they can either go out of bundle or they can purchase a top-up bundle provided the SIM card is recharged with airtime to their airtime wallet. This means that after utilising the inclusive benefits, you will have complete control of your spend. You can add additional bundles at any time through [www.cellc.co.za](http://www.cellc.co.za) or the Cell C App.

#### **9. Will I be able to start using the service as soon as I sign up for it?**

No, to start using C-Fibre Connector services, a customer first needs to be activated on the fibre line. Shipping of the mobile SIM cards and Wi-Fi Router to the customer will only be initiated once the fibre line is installed and activated and not prior to this happening.

#### **10. Do the inclusive benefits rollover to the next month?**

No, there will be no accumulation and rollover of the inclusive monthly benefits on C-Fibre Connector. The inclusive benefits will be allocated at the beginning of each month.

#### **11. What happens when I deplete my inclusive benefits?**



The fibre service offers uncapped access to the internet for the month. However the C-Fibre Connector mobile SIM cards are available on a hybrid tariff plan and should the subscriber run out of the inclusive mobile benefits, they can either go out of bundle or they can purchase a top-up bundle provided the SIM card airtime wallet is recharged with airtime. For out of bundle usage the following out of bundle rates will apply:

**Table 1: C-Fibre Connector Out Of Bundle Rate**

OUT OF BUNDLE RATE	C-FIBRE CONNECTOR 20	C-FIBRE CONNECTOR 25	C-FIBRE CONNECTOR 40	C-FIBRE CONNECTOR 50	C-FIBRE CONNECTOR 100
Voice	R 1.52	R 1.52	R 1.52	R 1.52	R 1.52
Data (Per MB)	R 1.00	R 1.00	R 1.00	R 1.00	R 1.00
SMS	R 0.51	R 0.51	R 0.51	R 0.51	R 0.51
MMS	R 0.51	R 0.51	R 0.51	R 0.51	R 0.51
Wi-Fi Calling	R 0.50	R 0.50	R 0.50	R 0.50	R 0.50
International SMS	R 1.72	R 1.72	R 1.72	R 1.72	R 1.72

**12. Which numbers can I call using my inclusive any-net voice minutes?**

- The inclusive mobile voice and Wi-Fi calling minutes will be applicable across all local mobile networks including national roaming.
- Cell C will not be liable for charges incurred where the subscriber dials non-qualifying numbers. Qualifying numbers include all numbers that are serviced by National Mobile Operators, including Telkom and Neotel fixed lines in South Africa and will be billed at applicable out of bundle rates, provided the C-Fibre Connector customer has sufficient airtime in their mobile airtime wallet.
- .All international calling and premium rated calls will be excluded from the inclusive C-Fibre Connector mobile voice benefit. This usage will be billed at the applicable out of bundle rate, provided the C-Fibre Connector customer has sufficient airtime in their airtime wallet.
- Community Service Telephones, Low Cost Routing and WASPs/Premium Rated Services will be billed at applicable out of bundle rates, provided the C-Fibre Connector customer has sufficient airtime in their airtime wallet.

**13. Can I use my inclusive data benefit when roaming internationally?**

- The inclusive mobile data benefit can only be used when the customer is on the Cell C network or on the network of Cell C's South African roaming partners within South Africa.
- Data consumption while roaming internationally will not deplete from the inclusive mobile data. International roaming Data rates will apply and this usage will be billed at the applicable out of bundle rate, provided the C-Fibre Connector customer has sufficient airtime in their airtime wallet.

**14. Is C-Fibre Connector eligible for Multi SIM and dual device?**

No, the individual mobile SIM cards provided on C-Fibre Connector plans have inclusive benefits allocated per SIM card and are not eligible for dual SIM and dual device.

**15. Will I pay a SIM and connection fee for every mobile SIM card offered on C-Fibre Connector?**

No, the SIM and connection fee is not applicable.



**16. Can I Port-In my mobile number to Cell C to take up this offer?**

Yes, Port-IN of numbers will be allowed for customers porting from other mobile operators to the Cell C C-Fibre Connector tariff plan. Port-IN will be applicable to C-Fibre Connector mobile SIM cards only. Port-IN will only be initiated once the fibre line is active. Port-IN shall only be initiated by the **C-Fibre Back Office Administrator** once the fibre line is active.

**17. How will billing work?**

If the Agreement starts later than the first day of any month then the first month's Subscription Fee and Inclusive Benefits will be pro-rated; thereafter the full month's subscription based on the package selected will be due monthly. The billing increment will be per second billing from the 1st second for a voice call and 25KB for data increments.

Cell C will deduct an equivalent of one month's subscription fee (plus any other applicable costs) immediately from the customer's credit card, as an upfront payment for the C-Fibre Connector service. In order to do so, Cell C will require the customer's credit card details, in order to facilitate the upfront payment.

In return for the provision of Services, you are required to pay the monthly Subscription Fee, which is billed to you in advance. The Subscription Fee that you pay at the end of a month is for the next month's services.

**18. What happens to the mobile SIM cards linked to C-Fibre Connector should I opt to cancel the service?**

- Cancellation of C-Fibre Connector will also result in the cancellation of the uncapped fibre service and C-Fibre Connector mobile SIM cards, as these are all linked.
- Cancellation of the mobile SIM cards only will result in C-Fibre Connector tariff plan being migrated to the standalone C-Fibre tariff plan.

**19. In which areas is C-Fibre available?**

Cell C has partnered up with various fibre network operators (FNO) in the market to bring C-Fibre to the top metros in South Africa. C-Fibre coverage can be accessed at <https://www.cellc.co.za/cellc/coverage-map>.

**20. Does the fibre service have a fair usage policy or soft cap?**

No, C-Fibre offers you an unlimited, unshaped and unrestricted service, with no caps on usage or throttled data speeds.

**21. Do I pay for the fibre line installation and connection fee when signing up with Cell C for C-Fibre Connector?**

- Each Fibre Network Operator charges an applicable once-off installation and/or connection fee which is payable after the fibre line has been installed to the home. (Installation means the physical installation of the fibre line and CPE to your premises, and includes all physical work and materials required).
- The good news is that customers that sign up for C-Fibre enjoy the benefit of having these costs subsidised 100% for them by Cell C, meaning that a customer will never go out of pocket trying to



settle the costs directly to get a fibre line installed. The following free inclusive value added services will apply to C-Fibre when customers sign up for C-Fibre Connector:

- A free Wi-Fi Router valued at R 1,699 inclusive of VAT, subsidised by Cell C, subject to a pro-rated claw back\*;
- Free installation starting from R 1, 710 inclusive of VAT. Please note that this value will vary depending on the fibre network and will be subsidised by Cell C, subject to a pro-rated claw back\*; (Free installation is limited to the standard Installation provided by the fibre network operator. Any additional installation requirements outside of the standard Installation will be for the customer's account);
- Free connection starting from R 570 inclusive of VAT. Please note that this value will vary depending on the fibre network operator and will be subsidised by Cell C, subject to a pro-rated claw back\*;
- FREE personalised device set-up;

**\*A 24 month pro-rated clawback in the event of an early cancellation of the contract, i.e. the customer will be liable for the outstanding pro-rata amount of the installation, connection or Wi-Fi router (as applicable) should they cancel the contract within the first 24 month period from the service activation date.**

- Please note that payment of your installation fee will be at a flat rate and Cell C will only make provision for payment at the stipulated flat rate for the installation of your fibre line. Certain FNO's may charge more than this flat rate, and you will be advised of this upon application for C-Fibre.
- Customers will be responsible for any amount over and above the flat rate charged on the installation of the fibre line which is limited to a specific linear metre as outlined below:
  - Installations on the Vumatel and Vumatel Aerial network are limited to 4 hours labour, CPE device, 150metres on the cabling, 7metres on the trenching length| 200mm clearance| 50mm width and 2 metres on lifting the paving length| 200mm clearance| 50mm width.
  - Installations on the Openserve network are limited to 8 metres; the customer will be liable for any installation over 8 metres at a rate of R 160 (Excl. VAT) per linear metre.
  - Installations on Sizwe Connect network are limited to 100 metres; the customer will be liable for any installation over 30 metres at a rate of R 150 (Excl. VAT) per linear metre.
  - Installations on FrogFoot network are limited to 30 metres; the customer will be liable for any installation over 30 metres at a rate of R 50 (Excl. VAT) per linear metre.
  - Installations on Metrofibre network are limited to 15 metres; the customer will be liable for any installation over 15 metres at a rate of R 160 (Excl. VAT) per linear metre.
  - Octotel fibre installations to the home are not limited to a specific metreage; therefore customers taking up a C-Fibre service on these networks will not incur additional charges on installation.
  - Customers on the Purple Forest, Waterfall Access Network, FibreSuburbs Network and Edge Telecoms, will be liable for the installation fee directly with the Fibre Network Operator.

## **22. How long does it take to have my fibre line installed and connected after placing my order with Cell C?**



The turnaround times are dependent on the fibre network operator servicing your area. Time to install and get connected will vary between 7 working days and up-to 6 weeks for areas that are active or fibre rollout is in progress.

**23. How do I follow-up on the fibre line installation progress?**

You can call 084 14 34273 or email [cfibresupport@cellc.co.za](mailto:cfibresupport@cellc.co.za).

**24. Who owns the ONT (optical network terminal) or CPE (customer premise equipment) box that sits in my home?**

The Fibre Network Operator (FNO) owns it.

**25. How do I connect to the internet?**

You can call 084 143 4273 or email [cfibresupport@cellc.co.za](mailto:cfibresupport@cellc.co.za) to get connected to the internet as soon as the Fibre provider installs the CPE in your home. The CPE only connects the customer to the fibre provider's fibre network. You will receive a Wi-Fi Router which you will need to connect to the FNO CPE via the Ethernet port and Cell C will get you connected to the internet.

**26. Can I use my own Wi-Fi Router?**

Yes, if you already have an existing Wi-Fi Router this can be used instead if preferred. However it is recommended that you're Wi-Fi Router supports the following features to get the optimal performance on fibre:

- Support for Wi-Fi (802.11 b/g/n and 802.11 ac)
- Minimum Wi-Fi AC speed support of up to 1200Mbps
- Dual band support on 2.4GHz and 5GHz Wi-Fi bands
- Gigabit Ethernet WAN Port
- Gigabit Ethernet LAN Ports
- VLAN configuration
- Supports TR 069
- Supports auto configuration
- Supports both MAC and PPPOE authentication

**27. Does the Wi-Fi Router have a warranty?**

Yes, the Wi-Fi Router carries a 1 year warranty.

**28. What happens if the Wi-Fi Router is faulty or is an OBF (out of box failure)?**

The customer is required to contact Cell C dedicated fibre support call centre on:

**Email:** [cfibresupport@cellc.co.za](mailto:cfibresupport@cellc.co.za)  
**Tel:** 084 14 34273  
**Mon-Fri:** 07:00 - 20:00  
**Sat:** 08:00 - 13:00



An out of box failure (OBF) should be returned within 7 days after purchase to be eligible for a swap out.

**29. The Wi-Fi speed performance of my router does not match my current line speeds, what could be the problem?**

Speed tests conducted over a Wi-Fi connection is not recommended due to the fact that Wi-Fi technology operates on an open frequency band and is prone to a lot of environmental interference and noise, the number of devices connected simultaneously causes the Wi-Fi speeds to deteriorate and the Wi-Fi range or distance could also hinder the speed performance. Cell C C-Fibre Connector subscribers are advised that speed tests for C Fibre must be conducted over the wired fibre connection i.e. Computer must be connected directly to the router via the Ethernet port to determine the actual line speeds of the C Fibre service. In order to run a speed test C-Fibre Connector subscribers are advised to use [www.speedtest.net](http://www.speedtest.net), select the Cell C server and run the test.

**30. Who can I contact with regards to cancellation, upgrade, downgrade and support queries?**

**C-Fibre Support**

For C-Fibre support, you can contact Cell C C-Fibre on;

**Email:**            **cfibresupport@cellc.co.za**  
**Tel:**                **084 14 34273**  
**Mon-Fri:**        **07:00 - 20:00**  
**Sat:**               **08:00 - 13:00**

All Calls outside these hours will be redirected to the Cell C Exclusive help desk for assistance and escalated to the C-Fibre standby team.

C-Fibre support will run a diagnosis test for fibre related queries and report the issue to the Fibre Network Operator (FNO).