



C-FIBRE FREQUENTLY ASKED QUESTIONS

1. What is Fibre?

Fibre is a next generation broadband technology that **introduces super-fast speeds and a high capacity network** with flexibility, reliability and stability like you have never seen before. With super-fast speeds starting from 10Mbps up to 1Gbps, this by far exceeds speeds achievable on legacy ADSL or 3G services.

2. What are the benefits of fibre technology?

- Provides the most consistent and reliable service out of all broadband technologies e.g. ADSL, 2G and 3G, currently available in the market.
- Provides a stable connectivity - distance from the local exchange does not determine or affect your line speed.
- Does not use copper so chances of cable theft is remote.
- Stormy weather or lightning storms have no impact on the quality of service.
- With download speeds of up to 100Mbps you can now enjoy a world of unlimited digital entertainment, stream your favourite movies, TV series or music videos online and never have to worry about buffering again.

3. Is Cell C rolling out its own fibre network?

No, Cell C has partnered up with various Fibre Network Operators (FNO) in the market providing fibre on an open access network.

4. What is an open access network?

This is where an operator builds a fibre network in a specific area and allows multiple ISP's (Internet Service Providers) or SP (Service Providers) to sell fibre services over its network. An open access network removes the need for multiple operators to build duplicate network infrastructure in the same area and opens up the market to competition by allowing various ISP's to provide competitively priced fibre service to the market.

5. Who is eligible to sign up for C-Fibre?

This offering is available to both new and existing Cell C customers that fall within the C-Fibre coverage footprint.

6. 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>.

7. Where can I sign up for C-Fibre to get connected?

C-Fibre is available through the following channels:

- Cell C Fibre Field sales team which you can email at myfibre@cellc.co.za;
- Cell C Fibre Telesales team which you can contact on 084 145 or email at 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;
- Through select Cell C stores which can be viewed at <https://www.cellc.co.za/cellc/c-fibre>.

8. What are the benefits of the C-Fibre plans?

As a subscriber to the C-Fibre package, you will enjoy access to the following benefits:

- Unlimited, unrestricted and unshaped fibre;
- A free Wi-Fi Router - valued at R1, 699 inclusive of VAT, subsidised by Cell C, subject to a prorated claw back*;
- Free installation - starting from R1, 710 inclusive of VAT. Please note that this value will vary depending on the fibre network provider and will be subsidised by Cell C, subject to a prorated claw back*. (Free installation is limited to the standard installation provided by the fibre network operator. Any additional installation requirements outside 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 prorated claw back*;
- FREE personalised device set-up.

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

9. What is the contract term on C-Fibre?

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

10. 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.

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 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.



11. Does the C-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.

12. Do I pay for the fibre line installation and connection fee when signing up with Cell C?

- 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.

13. Do I need to sign-up for a voice line as well to get connected to C-Fibre?

No, unlike ADSL you will not be required to sign-up for a voice line as a pre-requisite to get access to C-Fibre.

14. 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.

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

You can call 084 14 34273 or email cfibresupport@cellc.co.za.

16. 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.

17. How do I connect to the internet?

You can call 084 143 4273 or email cfibresupport@cellc.co.za to get connected to the internet as soon as the FNO installs the CPE in your home. The CPE only connects the customer to the fibre operator's fibre network. You will have received 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.

18. 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 your 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

19. Does the Wi-Fi Router have a warranty?

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

20. 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
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.

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

21. 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 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 subscribers are advised to use www.speedtest.net, select the Cell C server and run the test.

22. 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).