MEDIAPLAY FIBRE FREQUENTLY ASKED QUESTIONS

What is MediaPlay Fibre?

MediaPlay Fibre is a converged tariff plan offering uncapped Fibre, C-Fibre Connector mobile that's inclusive of mobile voice, mobile data, SMS, mobile Wi-Fi calling benefits and BINGE Premium entertainment package on black with access to local and international movies, series, music videos, Kid's shows, documentaries and much more.

Where can I sign up for MediaPlay Fibre?

MediaPlay 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 084 135 or email at Fibredirect@cellc.co.za;
➢ Through our online channel, namely 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 owned and franchise stores, which can be viewed at https://www.cellc.co.za/cellc/c-fibre.

On which tariff plans is MediaPlay Fibre available on?

➢ MediaPlay Fibre is available on Hybrid and Post-paid tariff plans.

➢ Customers signing up for MediaPlay Fibre on a post-paid tariff plan will be credit vetted and RICA will apply to the Mobile SIM cards.

What are the benefits of the new MediaPlay Fibre plans?

MediaPlay Fibre tariff plans provide subscribers with the following inclusive benefits;

➢ Unlimited, unrestricted and unshaped Fibre;
➢ C-Fibre Connector mobile offering;
   o 1000 Any-net voice minutes per SIM per month
   o 2GB of mobile data per SIM per month
   o Unlimited free black streaming data included on C-Fibre Connector Mobile until 30 June 2019
   o 500 Any-net Wi-Fi calling minutes per SIM per month
   o 300 SMSs per SIM per month
➢ BINGE Premium entertainment package on black: with access to over 60 TV channels, local and international movies, series, music videos, kid's shows, documentaries and much more.
➢ A free black Smartbox valued at R 1, 499 Inclusive of VAT (applicable only on the 20Mbps, 50Mbps and 100Mbps line speed plans), subsidised by Cell C, subject to a pro-rated claw back*;
➢ 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 862.50 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 pro-rated 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 575 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, Wi-Fi router or black Smartbox (as applicable) should they cancel the contract within the first 24 month period from the service activation date.

What is the contract duration of MediaPlay Fibre?

> Notwithstanding the date of the Fibre installation, the use of the MediaPlay Fibre tariff plans will be on a month-to-month basis, until MediaPlay Fibre is cancelled.
> 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, Wi-Fi router or black Smartbox (as applicable) should you cancel the contract within the first 24 month period from the service activation date.

Is MediaPlay Fibre bundled with a mobile handset?

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

Can an existing Cell C mobile voice customer migrate to MediaPlay Fibre?

Migration of existing Cell C mobile voice tariff plans to MediaPlay Fibre is allowed. 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 MediaPlay Fibre tariff plan.

Can I migrate my mobile handset to MediaPlay Fibre?

> Existing Cell C post-paid and hybrid mobile voice customers can only migrate to the MediaPlay Fibre 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 MediaPlay Fibre 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 MediaPlay Fibre 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 MediaPlay Fibre tariff plan.

Which numbers can I call using my inclusive any-net mobile 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.
> 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.

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.

Is C-Fibre Connector on MediaPlay Fibre 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.

Will I pay a SIM and connection fee for every mobile SIM card linked to C-Fibre Connector on MediaPlay Fibre?

No, the SIM and connection fee is not applicable.

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 MediaPlay Fibre plan. Port-IN will be applicable to C-Fibre Connector mobile SIM cards only. Port-IN will only be initiated once the Fibre service is active.

How will the billing work?

➤ Pro-rata billing of the monthly subscription fee will only apply in the first month that the Fibre service is activated; 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.
➤ 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.
➤ Upon successful application for MediaPlay Fibre, 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 MediaPlay Fibre service. In order to do so, Cell C will require the customer's credit card details, in order to facilitate the upfront payment.

What happens to the mobile SIM cards linked to C-Fibre Connector on MediaPlay Fibre should I opt to cancel the service?

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

Can I roll-over the remaining inclusive data benefit to the following month (only applies to the mobile SIM cards)?

➤ The inclusive benefits are valid for 60 days and does not rollover automatically.
➤ Cell C will allow customers who have data that is about to expire, the ability to buy additional time and in doing so, extend the validity of their data bundle before it expires.
➤ Customers will only pay for an extension of the expiry date, no additional data will be added.
➤ The additional time period purchased will be added to the existing expiry date and not from the time the rollover is purchased.
➤ You have the option to extend your data by 1 day, 7 days or 30 days.
➤ To rollover data, the following tools are available to you;
   a. Download the Cell C App on your Android or iPhone smartphone to register and go to "Data Bundle Rollover" under the "Services" menu;
   b. Or register for Cell C online self-service and go to "Data Bundle Rollover" under the "My Bundles" menu;
   c. Or dial USSD Code *147# and select Option 4 "Bundles #EXTRA GIGS#".

Can I transfer data to someone else (only applies to the mobile SIM cards)?

➤ C-FIBRE CONNECTOR MOBILE customers will be allowed to transfer data from one user to another on the same network.
➤ To transfer data, the following tools are available to you;

  a. Download the Cell C App on your Android or iPhone smartphone to register and go to "Send Data" under the "Services" menu;

  b. Or register for Cell C online self-service and go to "Send Data" under the "My Bundles" menu;

  c. Or dial USSD Code *147# and select Option 3 "Data & Airtime Share".

➢ The following data transfer options are available to you:

  a. 1GB data transfer limit per customer per day.

  b. A maximum of 3 data transfers per customer per day.

How do I manage my out of bundle usage to eliminate bill shock (only applies to the mobile SIM cards)?

1. The regulations aim to protect customers from being billed out of bundle rates which leads to bill shock. The requirements differ for post-paid and Hybrid customers. Through the "Out Of Bundle Usage control" service the customer will be able to choose if they want to be billed any out of bundle charges for data, voice or SMS usage individually. Customers can choose to have no out of bundle usage or set themselves a Rand value or choose no specific limit. The following changes will apply to C-Fibre Connector Mobile tariff plans:

  a. For post-paid customers, the limits will apply to charges that will be added to their bill.

  b. For Hybrid customers, the limits will apply to charges that are deducted from available on the customers GPA (General Purpose Account).

2. According to the regulations, hybrid customers can, by default, be charged out of bundle for voice and SMS, BUT cannot by default be charged for out of bundle data charges (i.e. they must opt in).

3. If a customer selects no remain opted out for data out of bundle charges they must always have a data bundle to be able to access the Internet.

4. For Hybrid customers the default settings for out of bundle usage on activation will be as follows:

  a. Data – allow out of bundle

  b. Voice – allow out of bundle

  c. SMS – allow out of bundle

5. According to the regulations, post-paid customers can by default, be charged out of bundle for voice, SMS and data, BUT must be given the option to select to not be billed out of bundle rates for voice and SMS (i.e. they will only be able to use these services if they have an inclusive or add-on bundle to deplete from). Data is not covered for post-paid customers but is covered Hybrid customers. For post-paid customers the default settings on activation will be:

  a. Data – allow out of bundle

  b. Voice – allow out of bundle

  c. SMS – allow out of bundle

6. **C-FIBRE CONNECTOR MOBILE** customers are required to self-manage their out of bundle spend for Data, Voice and SMS, in order to help you manage how much you can spend on your account.

7. To self-manage your out of bundle usage limit, the following tools are available to you;

a. Download the Cell C App on your Android or iPhone smartphone to register and go to "Manage Limit" under the "Services" menu;

b. Or register for Cell C online self-service and go to "Manage Limit" under the "My Services" menu;

c. Or dial USSD Code *147# and select Option 1 "Manage Account".

8. Should a customer select to remain opted out for data out of bundle charges, they must always have a data bundle to be able to access the Internet.

9. The following options are available to you, to manage out of bundle usage limits:

HYBRID CUSTOMERS

a. Set **out of bundle spend to "Unlimited",** which means that you will be able to use services when you do not have a bundle loaded.

- Out of bundle charges will be deducted from any available airtime in the customers GPA account.

- Out of bundle charges will be deducted until your GPA balance reaches Zero Rands. At this point you will need to recharge with airtime to continue using services.

b. Set a **defined Rand value for out of bundle spend** limit (in units of 10), which means that you will be able to spend up to that value on out of bundle charges.

c. Out of bundle charges will be deducted from any available airtime up to the selected value.

d. Out of bundle charges will be deducted until the out of bundle spend reaches the defined value OR your GPA balance reaches Zero Rands.

- Where your airtime is depleted prior to the out of bundle spend value being reached usage won't be allowed until you recharges with airtime (i.e. there is no way you can continue usage until they recharge).

e. The value selected can be higher than your available airtime BUT charges will BE capped to the available airtime.

f. Set to have no out of bundle spend buy entering R0, which means you always need to have a bundle active to make use of the service.

- No out of bundle usage will be allowed.

- No out of bundle charges will be incurred by the customer or deducted from their available airtime.

- This will impact customer experience due to the fact that customers will be cut off if they are on a call or internet session and they run out of inclusive bundle value.

POST-PAID CUSTOMERS

a. Set out of bundle spend to "Unlimited", which means that you will be able to continue using your services when your inclusive benefits are depleted and you do not have a bundle loaded.

- Out of bundle charges will be added to your monthly bill.

- Your "exposure" will be covered by your Credit and Bill Limit.

b. Set a **defined Rand value for out of bundle spend** limit (in units of 10), which means that you will be able to spend up to that value on out of bundle charges.

- Out of bundle charges will be added to your monthly bill.

- The value selected can be higher than your Bill Limit, BUT charges will BE capped and you won't be able to spend higher than your Bill Limit.

c. Set to have **no out of bundle spend** buy entering R 0, which means that you will always need to have a bundle active to make use of the service.

- No out of bundle usage will be allowed.

- No out of bundle charges will be incurred by you or added your bill.

- This will impact your experience due to the fact that your service will be cut off should your inclusive benefits run out whilst on an internet session.

10. If a customer has a data bundle already loaded, the data bundle with the first expiry date will be depleted first, followed by the inclusive data of the **C-Fibre Connector Mobile SIM**.

11. Any other data bundles loaded on the customer's account shall deplete first, prior to the in-bundle value being depleted, but only if the expiry date of the bundle is earlier than the in-bundle allocation

Which black service do I have access to on MediaPlay Fibre?

MediaPlay Fibre offers access to the BINGE Premium entertainment package on black only. Should the customer wish to access other black services that include FOX channel, Rentblack, Buyblack, Kidsblack, Audioblack, Sportsblack, Playblack, Betblack or Ticketblack, they can do so directly on the black website or via the TV using the black Smartbox or via the black app; however these services will come at an additional cost.

What does BINGE Premium include?

BINGE Premium includes BINGE Premium PLUS BTV Premium 24/7 with over 60 TV channels.

Is unlimited black streaming data available on C-Fibre Connector Mobile plan?

Customers that sign-up for MediaPlay Fibre will receive unlimited free black streaming data included on C-Fibre Connector Mobile. The unlimited free black streaming data is on promotion until 30 June 2019.

Will I have to pay extra for unlimited black streaming data?

No, the unlimited black streaming data included on C-Fibre Connector Mobile is free until 30 June 2019, after which customers will be required to purchase additional data bundles or black data bundles to stream content on their mobile phones.

Can I use my unlimited black streaming data for any other internet use?

No, the unlimited black streaming data included on C-Fibre Connector Mobile can only be used for black usage (i.e. streaming content on the black platform). No other data usage will be allowed using the inclusive free unlimited black data.

Can I use my unlimited black streaming data if I am roaming on Vodacom?

No, national roaming on Vodacom, will NOT be allowed when using the inclusive free unlimited black data.

Can I use my unlimited black streaming data if I am roaming internationally?

No, international roaming will NOT be allowed.

How do I activate my BINGE Premium entertainment package on black?

➢ **Activate BINGE Premium**
- Step 1: In order to provide you with access to the BINGE Premium entertainment package on black, Cell C requires you to verify your email address and account for security reasons. You will receive an email, immediately your order is created, with an email verification link.
- Step 2: Click on the link provided on email, to proceed with the email verification process.
- Step 3: You will be re-directed to a webpage, where you will be required to enter in the text box, your primary mobile number linked to your MediaPlay Fibre Order if you are a new customer or your mobile number linked to your Cell C account if you are an existing Cell C customer.
- Step 4: Once your email address and account has been verified, your account on black will be activated and you will receive your login details (username and password) to access your black account. Please note that the BINGE Premium package will only be active, once your Fibre line is installed and the Fibre service activated. In the meantime, you will have access to explore the other services offered on black whilst you wait.
- Step 5: Your Fibre line is now installed and the Fibre service activated, you will now receive a confirmation that your BINGE Premium service is now active.

➢ **Setting up the black Smartbox**

Follow the step-by-step, easy-to-follow guide provided to help you connect your **black** Smart Box. It is quite simple, unpack the box, connect the power cable and the HDMI cable to the box and your TV. All you now need is your Fibre internet connection and you are now ready to convert your TV into a smart entertainment experience and access a world of content for the whole family.

➢ **Download our GETblack app for additional devices**
Downloading our app for additional devices is easy. All you need is any android or iOS smartphone or tablet. Go to the google play store or the app store. Search for **#GETblack** and download our app OR visit www.**black**.co.za to watch **black** across multiple devices.

Is a black Smartbox included in the MediaPlay Fibre plan?

Yes, customers will receive a black Smartbox as part of the MediaPlay Fibre offer. In addition, customers can also download and/or stream the BINGE Premium entertainment package from the black Android and iOS apps, as well as stream from any compatible PC and/or tablet.

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

➢ No, to activate MediaPlay Fibre service, a customer first needs to be activated on the Fibre service. MediaPlay Fibre service will be in a pending state until the Fibre installation is complete and activated.
➢ A MediaPlay Fibre customer will be required to complete the email verification process, which is initiated once the order and an email verification link is sent to the customer, in-order for the customer account to be created on black. This is a mandatory step without, which a customer will not have access to their BINGE Premium package on black.
➢ RICA, Port-IN and Shipping of C-Fibre Connector mobile SIM cards, black Smartbox and Wi-Fi Router will only be initiated once the Fibre has been installed and the Fibre service has been activated and not prior to this happening.

In which areas is C-Fibre available?

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

Does the Fibre service have a fair usage policy or soft cap?

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

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. The time to install and be connected will vary between 7 working days and up-to 6 weeks for areas that are active or Fibre rollout is in progress.

Do I pay for the Fibre installation and connection fee when signing up with Cell C for MediaPlay Fibre?

➢ 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 MediaPlay 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.

➢ 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 MediaPlay Fibre.

➢ Customers on the Waterfall Access Network, Purple Forest, FibreSuburbs Network and Edge Telecoms, will be liable for the installation fee directly with the Fibre Network Operator

➢ Customers will be responsible for any amount over and above the flat rate charged on the

➢ 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 184 (Incl. 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 57.50 (Incl. 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 184 (Incl. VAT) per linear metre.

➢ Octotel Fibre installations to the home are not limited to a specific metreage; therefore, customers taking up a MediaPlay Fibre service on these networks will not incur additional charges on installation.

How do I follow-up on the Fibre line installation progress?

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

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.

How do I connect to the internet?

You can call 084 143 4273 or email cfibresupport@cellc.co.za to be 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.

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 1200Mbp
- 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

Does the Wi-Fi Router have a warranty?

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

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

The customer will be required to contact Cell C dedicated Fibre support call centre on:

- 084 143 4273;
- Alternatively, email cfibresupport@cellc.co.za to arrange for a technician to swap out and collect the faulty or OBF Wi-Fi Router.

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

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, because 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 hinder the speed performance.

Cell C MediaPlay Fibre subscribers are advised that speed tests for MediaPlay 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 MediaPlay Fibre subscribers are advised to use www.speedtest.net, select the Cell C server and run the test.

How are cancellation requests, upgrade and downgrade requests and support queries for handled?

The customer can contact Cell C concerning cancellations, upgrades/downgrades or support related queries on:

- For C-Fibre support with regards to cancellations, upgrades and downgrades the customer can contact Cell C on;
    - 084 14 FIBRE (34273);
        - Mon-Fri 07:00 – 20:00
        - Sat 8:00 – 13:00

- o After Hour Calls: All calls will be redirected to the exclusive help desk for any assistance
- ➢ Alternatively, email cfibresupport@cellc.co.za.
- ➢ C-Fibre support will run a diagnosis test for Fibre related queries and report the issue to the Fibre Network Operator (FNO).
- ➢ For BINGE Premium support customers can get assistance as follows:
    - o Should you experience any difficulties Should you experience any difficulties with any aspect of the BINGE Premium entertainment package on black, you can check out the black FAQ section on the website https://www.black.co.za/faq
    - o You can also send an email that includes your name, number and device type to support@black.co.za

How do I check my balance?

You can check your balance in the following ways:

- ➢ Download the Cell C App on your Android or iPhone smartphone, or
- ➢ Register for Self Service online, or
- ➢ Dial USSD code *147# or *101#, on your mobile phone.