



C-Fibre with black FREQUENTLY ASKED QUESTIONS

1. What is C-Fibre with black?

C-Fibre with **black** is a converged tariff plan offering uncapped fibre and BINGE Premium entertainment package on **black** with access to over 60 TV channels, local and international movies, series, music, sport, live TV, kid's shows, documentaries and much more.

2. Where can I sign up for C-Fibre with black?

C-Fibre with **black** 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 owned and franchise stores which can be viewed at <https://www.cellc.co.za/cellc/c-fibre>.

3. What are the benefits of the new C-Fibre with black plans?

C-Fibre with **black** tariff plans provide subscribers with the following inclusive benefits;

- Unlimited, unrestricted and unshaped fibre;
- The BINGE Premium entertainment package on **black**; which includes access to over 60 TV channels, local and international movies, series, music, sport, live TV, kid's shows, documentaries and much more;
- A free **black** Smartbox valued at R 1, 499 inclusive of VAT, 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 1, 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 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 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, Wi-Fi router or black Smartbox (as applicable) should they cancel the contract within the first 24 month period from the service activation date.**

4. What is the contract duration on C-Fibre with black?

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

5. What is black?

black is a rich-media entertainment platform, bringing you interactive, flexible and affordable online packages. Over 1000 hours of movies, series, music, kids' shows, sports, gaming and more. All this available on your smartphone, tablet, laptop or TV. **black** is the future of entertainment, NOW.

6. Which black service do I have access to on C-Fibre with black?

C-Fibre with **black** offers access to BINGE Premium entertainment package on **black** only. Should the customer wish to access other **black** services that include FOX channel, Rent**black**, BTV, Buy**black**, Kids**black**, Audi**black**, Sports**black**, Play**black**, Bet**black** or Ticket**black**, they may do so directly via your TV using the **black** SmartBox or on the **black** website at www.black.co.za or #GET**black** Android or iOS app for additional devices; however these services will come at an additional subscription cost.

7. Is a black Smartbox included on C-Fibre with black tariff plan?

Yes, customers will receive a **black** Smartbox as part of the C-Fibre with **black** tariff plan. In addition customers can also download and/or stream BINGE Premium entertainment package on **black** from the #GET**black** Android and iOS apps for additional devices, as well as stream from any compatible smartphone, PC and/or tablet.

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

All new customers that are activated on C-Fibre service will also be activated on the BINGE Premium entertainment package on **black**. To access BINGE on black, the following steps process will apply;

GETTING STARTED

8.1 Setting up the black Smartbox

Follow the step-by-step, easy-to-follow guide provided to help you connect your black SmartBox. It's 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 C-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.

8.2 Download our 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 #GETblack OR visit www.black.co.za to join our new entertainment platform!

8.3 Register your black account by following our quick and easy sign up process.

- When completing the registration process, you will be required to provide the below information;
 - Email address – your email address will be used as your username;
 - Mobile Number; and
 - Create a password and verify that password and accept these Terms and Conditions, as well as the Cell C Website and Online Services terms and conditions.
- When completing your first transaction, you will be required to provide the below information once off:
 - Name;
 - Surname; and
 - Residential address.
- Click on LOGIN once done with the SIGNUP process

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

No, to start using C-Fibre with **black** services, a customer first needs to be activated on the fibre line. Shipping of the Wi-Fi router and **black** Smartbox will only be initiated once the fibre line is installed and activated and not prior to this happening.

Immediately your fibre line is activated, the BINGE Premium entertainment package on **black** will thereafter be activated.

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 with **black**. 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.



12. 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. 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.

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.

13. 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>.

14. 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.

15. Do I pay for the fibre installation and connection fee when signing up with Cell C for C-Fibre with black?

- 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 with **black**:
 - 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.

16. 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.

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

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

18. 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.

19. 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.

20. 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

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

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

22. 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

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

23. 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 with **black** 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 with **black** subscribers are advised to use www.speedtest.net, select the Cell C server and run the test.

24. 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).

BINGE Premium Support

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>.

You can also send an email that includes your name, number and device type to support@black.co.za.