



FIXED LTE FREQUENTLY ASKED QUESTIONS

What is the duration of the contract?

You can sign-up for a month-to-month or 24-month contract. Device deals are only 24 months.

What happens at the end of the 24-month contract period?

Once your contract term matures, you will revert to a month-on-month contract.

Can I migrate to the CELL C Fixed LTE Plans?

Yes, you only have the option to migrate to CELL C Fixed LTE plans in store or via Cell C Direct or Retentions on 084 143.

How long is the CELL C Fixed LTE promotion valid for?

1. The promotional Cell C Fixed LTE pricing is available until 24 April 2019. Thereafter the standard pricing will be applicable.

FIXED LTE*	STANDARD PRICE	PROMOTIONAL PRICE	ANYTIME DATA
Fixed LTE 15GB	R 301.63	R 150.31	15GB
Fixed LTE 25GB	R 503.38	R 241.10	25GB
Fixed LTE 50GB	R 705.14	R 289.00	50GB
Fixed LTE 100GB	R 1007.77	R 469.00	100GB
Fixed LTE 200GB	R 1512.15	R 789.00	200GB

*This pricing applies to SIM only. Deals that include the router are also available.

*Data can only be used where Cell C has Fixed LTE coverage.

*Please confirm that your address is covered by Cell C Fixed LTE coverage, before signing up.

*The promotional Fixed LTE pricing is available until 24 April 2019. The pricing applies for the full 24 month contract duration.

2. **CELL C FIXED LTE** customers must sign a 24 month contract.
 - a. The first month's subscription for the **CELL C FIXED LTE** plan will be pro-rated.
 - b. The first data allocation shall be pro-rated and provisioned as soon as RICA is completed and the line is activated.
3. The promotional pricing is valid for the full contract term (24 months).
4. Once the contract term has matured the promotion price will fall away and the customer will pay the full subscription.

How do the CELL C Fixed LTE plans work?

CELL C FIXED LTE will only work on a LTE enabled device coupled with a Cell C USIM. You will need a Cell C USIM and a LTE capable router to get started. Once you receive your SIM, insert it into your router and you will connect to the Cell C LTE network. Your first data bundle will be loaded as soon as your SIM is activated – this bundle will be pro-rated, depending on the days remaining in the month (your first month's subscription is also pro-rated). Thereafter all new bundles will be allocated on the first of the month and are valid until the end of the month.



Can I travel around with my CELL C Fixed LTE service?

CELL C FIXED LTE plans are offered only for "fixed" usage and are not suited for use on mobile or portable devices due to coverage being limited to the fixed LTE coverage.

Are Voice calls allowed on CELL C Fixed LTE?

The **CELL C FIXED LTE plans** do not support voice calling.

What are the additional exclusions that apply to CELL C Fixed LTE?

1. CELL C Fixed LTE plans exclude access to Cell C's 2G and 3G network.
2. There will be no national roaming on Vodacom on the **CELL C FIXED LTE** plans.
3. **CELL C Fixed LTE plans** do not support National Roaming on the MTN LTE network and are only supported on Cell C Fixed LTE network
4. Multi-Data Connect is not compatible with CELL C Fixed LTE plans.
5. The **CELL C FIXED LTE plans** do not have an inclusive Wi-Fi Calling benefit and customers will be billed at the out of bundle rate.
6. The **CELL C FIXED LTE plans** do not have an inclusive SMS/MMS/International SMS benefit and customers will be billed at the out of bundle rate.

How do I confirm that I have Fixed LTE coverage?

It is very important that customers first confirm that they have sufficient LTE coverage before purchasing any of the **CELL C Fixed LTE plans**.

1. **CELL C FIXED LTE** plans offer LTE-only access with no fall back to 2G/3G. Should your LTE coverage be weak or fail, you will not have any 3G/2G coverage.
2. There will be no national roaming on Vodacom on the **CELL C FIXED LTE** plans.
3. **CELL C Fixed LTE plans** do not support National Roaming on the MTN LTE network and are only supported on Cell C Fixed LTE network.
4. For coverage information customers can:
 - a. Visit <https://www.cellc.co.za/cellc/coverage-map>
 - b. Call the call center on 084 135 or
 - c. Enquire at a Cell C store

Can I buy additional data bundle, when i run out of my inclusive data?

Data bundles may be added at any time. You can purchase bundles on the Cell C Mobile App, Cell C Website or dial *147# as follows:

- a. Download the Cell C App on your Android or iPhone smartphone to register and go to "Buy Bundles";
- b. Or register for Cell C online self-service and go to "Buy Bundles" under the "My Bundles" menu;
- c. Or dial USSD Code *147# and select Option 4 "Bundles #EXTRA GIGS#".



How do I check my balance?

To check your balance, download the Cell C App on your Android or iPhone smartphone to register or register for Cell C online self-service or dial *147# or *101#.

Do I qualify for the unlimited free black data promotion?

1. Yes, all customers who sign up for one of the **CELL C FIXED LTE** plans also qualify for the Unlimited Free black Data Promotion, which ends on 30 June 2019.
2. This Unlimited Free black Data Promotion entitles you to free streaming or browsing of black content on the black platform when you subscribe to one of the black subscription services and/or purchase/rent a movie from the black platform.
3. Once the Unlimited Free black Data Promotion ends on 30 June 2019, the inclusive black data on your plan will apply (where applicable).

How do I get access to black?

You can access black via your TV by using the black smart box. You can access black via the website www.black.co.za. You can download the #GETblack app on the Google Play Store or the App Store.

How do I get black access for my 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.

Can I subscribe to any black package?

Yes, customer can subscribe to any black subscription, which will be charged for additionally.

Can I roll-over the remaining inclusive data benefit to the following month?

1. Cell C will allow customers who have data that is about to expire, the ability to buy time and in doing so extend the validity of their data bundle.
2. Customers will only pay for an extension of the expiry date, no additional data will be added.
3. The additional time period purchased will be added to the existing expiry date and not from the time the rollover is purchased.
4. You have the option to extend your data by 1 day, 7 days or 30 days.
5. 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?

1. CELL C Fixed LTE customers will be allowed to transfer data from one user to another on the same network.



2. 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".
3. 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?

1. In line with the new ICASA regulations, CELL C Fixed LTE customers cannot by default be charged for out of bundle data charges (i.e. customers must opt in).
2. The default settings for out of bundle usage on activation will be as follows:
 - a. Data – out of bundle not allowed
 - b. SMS – allow out of bundle
3. CELL C Fixed LTE customers are required to self-manage their out of bundle spend for Data and SMS, in order to help you manage how much you can spend on your account.
4. 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".
5. 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.
6. The following options are available to you, to manage out of bundle usage limits:
 - 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** by 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.



How does the cancellation process work?

1. A customer may cancel their **CELL C FIXED LTE** plan by giving Cell C 30 days' notice in writing. All standard Cell C cancellation rules and penalties will apply.
2. Where a customer has purchased a **CELL C FIXED LTE** plan and a device, then there shall be a claw-back on the equipment if the **CELL C FIXED LTE** plan is cancelled early (i.e. prior to expiry of the 24 month contract period).
3. This claw-back will require customers to pay back the remaining pro-rated cost of the equipment, either as a once-off upfront payment or and a monthly subscription for the remaining months.
6. A Seven Day Return Policy will be applicable where a customer's fixed home address was validated for LTE coverage and it turns out that the customer does not have LTE coverage at home. This must first be verified by a Cell C technician. A customer can then cancel their **CELL C FIXED LTE** contract at the Cell Store, or by calling 084 145, within 7 (seven) days of purchase. In order to cancel your contract, the customer **MUST** also be in possession of the following:
 - a. Valid proof of Purchase
 - b. Cell C U SIM
 - c. Physical Address that was validated, at the time of purchase, against the Cell C Coverage map for LTE coverage.
7. This cancellation will only be allowed if the customer has no LTE signal at their physical address. Cell C will not be liable to any customer who does not cancel their contract within the 7 (seven) day window period, or should the customer have weak or insufficient coverage.

Who should consider a CELL C Fixed LTE Plan?

Home users who stream, download or game and small businesses that need to keep connected to the world.

What self-service options are available to me?

The customer can use the following Cell C self-service options;

- a. Cell C Mobile App - Download the Cell C App on your Android or iPhone smartphone
- b. Cell C Website - On www.cellc.co.za
- c. USSD Menu by dialling *147# or *101#
- d. Cell C Customer Care 084 135