

Cell C Elevate Pro Terms and Conditions

Last Update: May 2026

1. It is important that you understand and agree to these Terms and Conditions before you purchase the available Elevate Pro Tariff Plan (the "**Service**").
2. **IN THE EVENT THAT YOU DO NOT UNDERSTAND ANY OF TERMS AND CONDITIONS, PLEASE GET IN TOUCH WITH US AND WE WILL EXPLAIN THEM TO YOU. IF YOU DO NOT UNDERSTAND OR AGREE TO THESE TERMS AND CONDITIONS, PLEASE DO NOT CONTINUE PARTICIPATING IN THIS OFFER. YOUR CONTINUED PARTICIPATION IN THE OFFER WILL CONSTITUTE YOUR AGREEMENT TO BE BOUND BY AND COMPLY WITH THESE AND APPLICABLE TERMS AND CONDITIONS.**
3. All standard Terms and Conditions of Cell C Proprietary Limited and Cell C Service Provider Company Proprietary Limited (together, "**Cell C**") apply, which Terms and Conditions can be found at; <https://www.cellc.co.za/cellc/terms-conditions>
4. All prices and usage rates advertised are inclusive of VAT, unless otherwise stated.
5. Standard RICA rules and processes apply. These shall be found at <https://www.cellc.co.za/cellc/static-content/PDF/RICA.pdf>.
6. These product specific Terms and Conditions ("**Terms**") apply to Corporate subscribers (herein referred to as "customer") as subscribed to the **Service**, in terms of the Cell C Corporate Subscriber Agreement <https://www.cellc.co.za/cellc/static-content/PDF/CellC-Corporate-Subscriber-Agreement-Terms-Conditi...>
7. The Service is available to existing and new customers.
8. The Service is a usage-based enterprise tariff plan designed to provide customers access to voice, data and SMS services on a pay as you use basis.
9. All usage on the Service is chargeable at a specific set of out of bundle rates which will be agreed between Cell C and the customer from time to time.
10. Customers signing up for the Service (new and existing) must meet the credit vetting rules as determined by Cell C.
11. A once-off SIM and Connection Fee of R199 will be charged for new activations.
12. Elevate Pro deals may be made available on 24 and 36-month contract terms.
13. The Service will only be available through the Cell C business sales channel.
14. The customer will be billed on a monthly basis for the total subscription amount for the service, including device costs if applicable, as well as any other Value-Added Services ("VAS"), bundle purchases or out of bundle usage.
15. The customer shall pay a monthly service fee of R5.00 (inclusive of VAT) per SIM card subscribed to the Service. The monthly service fee will be charged for each active SIM card and will be reflected on the customer's monthly invoice in accordance with Cell C's standard billing process.
16. All Any net voice and anytime data out of bundle rates under the tariff plan are subject to the terms mutually agreed upon between you and Cell C.
17. The following rates are applicable on the Service irrespective of the above-mentioned agreement.

SMS	R0.50 (per SMS)
MMS	R0.50 (per MMS)
International SMS	R1.74 (per SMS)
International Calls	As per international calling rates
International Roaming	As per country and individual network rates

18. The billing increment will be:
 - a. per second billing from the 1st second for a voice calls; and
 - b. 50KB for data usage.
19. All out-of-bundle usage charges for customers will be added to the customer's monthly invoice.
 - a. These charges will be added to the customer's bill subject to i) the customer having available spend limit; and ii) the customers self-selected Spend Control settings.
20. Value Added Services activated at point of sale or added to the customer's bill at any point in time thereafter via Cell C self-service channels and / or via Cell C Customer Care will be included in the customer's monthly invoice as per customer's request.
21. Should a customer fail to pay the invoice, by the agreed debit date, Cell C will suspend your Services until such time as payment is made. The maximum period allowed on the suspension of your Services is 3 months, after which the Services will be permanently deactivated and terminated.
22. Cancellation of your contract is subject to standard Cell C cancellation terms and conditions which can be found at <https://www.cellc.co.za/terms-and-conditions>, under individual or corporate subscriber terms and conditions. Cancellation fees and penalties will include all remaining device costs and any applicable cancellation fees. Visit the nearest Cell C store for more information on contract cancellation.

Data Usage

23. All data usage on the tariff plan is charged on a per-megabyte (MB) basis.
24. Data may be used for any lawful Internet-based application or service on the Cell C network, at any time of the day.

Voice Usage

25. Voice calls, including Wi-Fi Calling where supported, are charged on a per-minute basis at the applicable tariff plan rate.
26. Calls may be made to any local mobile or fixed-line network within South Africa.
27. Calls to:
 - a. **0800 numbers** are free of charge;
 - b. **086X numbers** are billed as usage charges at the applicable rate;
 - c. Premium-rated, special, international, or roaming destinations are charged separately and are not included in local usage rates.
 - d. Cell C will not be liable for charges incurred where the subscriber dials non-qualifying numbers.

SMS and MMS

28. SMS messages sent to local South African networks are charged on a per-SMS basis.
29. International SMS, MMS, premium-rated SMS/MMS, and special number messaging services are charged separately at the prevailing rates.

Elevate Bolt-On Bundles

30. Cell C may make Elevate Bolt-On Bundles available to customers on the Elevate Pro tariff plans from time to time.
 31. Bolt-On Bundles are valid for 30 days from the day upon which they are activated.
 32. Standard Cell C Terms and Conditions for Transfer and Rollover apply in the context of the Elevate Bolt-On Bundles, which terms and conditions can be found at <https://www.cellc.co.za/cellc/terms-conditions>. Elevate Bolt-On Bundle data transfer shall only be permitted to other active customers on a Cell C Elevate plan.
 33. Anytime data allocated as part of any applicable Bolt-On Bundle can be used for Internet access at any time of the day.
 34. Social data allocated as part of any applicable Bolt-On Bundle can only be used for usage on the following services at any time of the day:
 - a. WhatsApp
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- b. Instagram
 - c. Facebook
 - d. Twitter
 - e. TikTok
35. Social data allocated as part of any applicable Bolt-On Bundle may not be used for voice-over-IP (VoIP) services including, but not limited to, WhatsApp Voice Calling and WhatsApp Video Calling.
36. Any-Net minutes allocated as part of any applicable Bolt-On Bundle can be used for voice calling to any local network in South Africa at any time of day.
37. On-Net minutes allocated as part of any applicable Bolt-On Bundle can be used for voice calling on the Cell C network at anytime of day. For the avoidance of doubt, On-Net minutes may not be used for voice calls to subscribers on mobile networks other than the Cell C network.
38. SMS's allocated as part of any applicable Bolt-On Bundle can be used to SMS to any local network in South Africa at any time of day.
39. Any Unlimited minute allocation on the Elevate plans shall be subject to the following fair usage provisions:
- a. The customer may consume a maximum of 5 hours (or 300 minutes) per calendar day.
 - b. Any minute of use over and above the maximum of 300 minutes on any given calendar day shall be charged i) against any other applicable minutes allocated to the customer, or ii) out-of-bundle.

Use of your Personal Information and Direct Marketing

40. You warrant and guarantee that all personal information supplied by you to Cell C in the application for the Elevate Pro tariff plan is true and correct.
41. By accepting these Terms and Conditions, you understand and acknowledge that Cell C, their affiliate companies, their service providers, suppliers and partners ("Group") are required to comply with the provisions of the Protection of Personal Information Act of 2013 ("POPIA") to, amongst other things, ensure the privacy and confidentiality of your Personal Information (as such term is defined in the POPIA).
42. For purposes of this, you confirm, agree, understand, acknowledge that by accepting these Terms and Conditions, –
- a. You disclose and provide your Personal Information to the Group voluntarily and consent and authorise the Group to collect, use, process, share and/or transfer your Personal Information in accordance with Cell C's Privacy Policy accessible by you on Cell C's website (<https://www.cellc.co.za>) ("**Privacy Policy**");
 - b. you agree to immediately inform the Group in writing if there is any change of whatsoever nature in any of your personal information, including your physical address, previously supplied to the Group; and
 - c. you agree and consent to be bound by the terms and conditions of the Privacy Policy, which you have read, understood and agreed to as part of your application for the Elevate Pro tariff plan.
43. In order to fulfil the obligations, set out in these Terms and Conditions, Cell C will process your personal information. Such processing may include sharing personal information with:
- a. the Group, FNOs and/or Electronic Communications Service Providers, but only to the extent necessary and in order to provide Cell C Elevate Pro tariff plan services and devices to you;
 - b. either credit grantors and/or credit bureaux and/or banks and/or other financial institutions in order to ascertain information relating to your creditworthiness (before Cell C accepts your application for the Elevate Pro tariff plan) and for fraud prevention purposes, to improve the accuracy of contact details and in order to process any payment transactions necessary for and relative to these Terms and Conditions;
 - c. attorneys and/or debt collection agencies if you breach these Terms and Conditions.
44. As and when necessary, you agree and consent to be contacted by Cell C in respect of their direct marketing campaigns in relation to similar and/or related products and/or services, which contacts will be in accordance with the terms and conditions of the direct marketing provisions of the Consumer Protection Act, 68 of 2008
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("CPA") as amended and the CPA regulations and POPIA, including the provisions relating to the direct marketing registry.

45. You can ask Cell C to stop marketing to you (opt-out) at any time. You may register a block on marketing from the Group.
46. You are entitled to withdraw your consent for using your personal information under clauses 42 and 44 above on written notice or notice in any other recorded form to Cell C. In the event you decide to withdraw your consent the Group will not be able to use your information for the purposes listed under clauses 42 and 44 to the extent that you withdraw your consent from the date your withdrawal notice is received.

General

47. If a customer does not comply with these terms and conditions and/or the processes applicable, Cell C reserves the right to refuse the customer from taking up the Service.
 48. Cell C reserves the right to suspend the Service in its sole and absolute discretion, including when any fraudulent activity is suspected, and if the outcome of an investigation proves that fraudulent activity did occur, Cell C shall be entitled to terminate.
 49. Cell C has the right to withdraw or shorten the duration of the Service in its sole and absolute discretion and will notify customers if it chooses to do so. Customers will not have a claim against Cell C in this event.
 50. Cell C may amend, modify and/or otherwise change these terms and conditions in its sole and absolute discretion from time to time and the amended version will be posted at <https://www.cellc.co.za/terms-and-conditions> or may be displayed in any other media as may be communicated to you.
 51. Cell C will notify you before it amends or otherwise changes the terms and conditions. By continuing to use the Service, you agree and understand that you will be bound by these terms and conditions as amended from time to time. Please note however that it is your responsibility to review these terms and conditions regularly. Any changes to the terms and conditions are effective from the date that they are published on the abovementioned website or elsewhere in any media.
 52. All Premium rated voice calls, SMSs, MMSs, and Internet usage will be charged for at the applicable rate.
 53. Cell C reserves the right to suspend the Services if any illegal and/or abusive and/or fraudulent activity, including the sending of spam emails, is suspected and if the outcome of an investigation proves that such illegal and/or abusive and/or fraudulent activity did occur Cell C will be entitled to terminate the Services with immediate effect.
 - 54. The Service and any benefits cannot be used for commercial purposes or any form of on-seller usage where the customer uses this product and charges for the Service. The customer agrees that the benefits shall not be resold and/or used for purposes of least cost routing, SIM boxes, international bypass, payphones, WASP services and/or call centres. Failure to adhere to this condition shall be a breach of these product terms and conditions and Cell C shall have the right to immediately suspend the customer and all benefits.**
 - 55. Cell C and any of its agents, directors, affiliates, members, or employees (each an "Indemnified Person") shall not be responsible in any way for claims, loss, or damages (either direct, indirect, consequential, or otherwise), arising from customers' use of the product. Additionally, no Indemnified Person shall be liable to you or any third party, in any manner whatsoever, and you indemnify each Indemnified Person accordingly, for –**
 - a. any damage, loss liability, costs, or expense whether direct, indirect or of a consequential nature that resulted from a breach of these terms and conditions by you or arising out of or in connection with the failure or delay in the performance of the product or your use of the product, other than in respect of losses caused by the gross negligence or intentional misconduct of an Indemnified Person; and**
 - b. any breach of these terms and conditions or failure to perform any obligations as a result of technical problems relating to the Cell C network, termination of any license to operate or use the Cell C network, act of God, government control, restrictions or prohibitions or other government act or omission, whether local or national, act of default of any supplier or service provider, agent or sub-contractor, industrial disputes, or any other cause beyond Cell C's reasonable control.**
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