

## **Day-By-Day Data Bundles: Frequently Asked Questions**

### What are the Day-by-Day Data Bundles?

Data bundles that allow you to pay once-off upfront and get daily allocations of data value for 7 or 30 Days.

### Where can I buy the Day-By-Day Data Bundles?

The Day-by-Day Data Bundles will be available through the following channels:

- USSD \*147#
- Cell C App
- Cell C Portal
- Virtual Vouchers
- Pin less Vouchers

### Who can buy the Day-By-Day Data Bundles?

The Day-by-Day Data Bundles are available for purchasing to active Prepaid, TopUp and Postpaid customers.

### What is the low-down on this Day-By-Day Data Bundle?

- Depending on the data bundle purchased, the inclusive data is valid for 7 or 30 days.
- The daily data is allocated at 00h00:00 each day and valid until midnight at 23:59:59.
- The daily night data is allocated at 00h00:00 each day and valid until at 04:59:59, this is available on selected Day-By-Day bundles.
- Any data allocated for the day that is not used in the period will not carry over to the next day.
- Transfer is allowed from the inclusive data allocated as per the current transfer rules.



What Day-By-Day Data Bundles are available?

Below table shows the total and daily data allocation for the 7- and 30-day period:

TOTAL DATA	ANYTIME DAILY ALLOCATION	NITE DATA DAILY ALLOCATION	BUNDLE PRICE
14GB	1GB X 7 DAYS	1GB X 7 DAYS	R89
15GB	250MB X 30 DAYS	250MB X 30 DAYS	R99
30GB	500MB X 30 DAYS	500MB X 30 DAYS	R169
60GB	1GB X 30 DAYS	1GB X 30 DAYS	R299

Is there a limit to the data that can be used?

Yes, each Day-by-Day Data Bundle has a usage limit and validity period allocated. Once the bundle is finished, customers will be charged at their normal tariff rates if they do not have any other data bundles loaded.

Data from each Day-by-Day Data Bundle is valid for either 7- or 30-days (i.e., from 00:00 when it is allocated until 23:59:59 daily).

Any data from the bundle not used in the period it was allocated will not carry over.

Cell C customers will deplete any other data bundles loaded or be billed at their standard tariff data rates (R0,40) in the event that their allocated Day-By-Day Data Value is completely depleted.

Can I buy multiple Day-By-Day Data Bundle?

Customers can only have one weekly (7 days) or monthly (30 days) bundle type active at any given point in time.

Can I extend the validity period of the Day-By-Day Data Bundle?



The validity of each allocated Day-By-Day Data daily value is fixed to a mid-night expiry. Any unused data from the bundle will expire at the end of the validity period.

How do I send a Day-By-Day Data bundle to a friend?

Buying/Gifting Day-By-Day data bundles to a friend is not available.

Can I use the data from the Day-By-Day data bundle for anything?

Data allocated for Day-by-Day Data Bundle is not for specific use and can be used for any internet usage.

How can I pay for the Day-By-Day Data Bundles?

Prepaid and Hybrid customers can pay using their available airtime balance.

Postpaid customers can add the Upfront Payment bundle to their monthly bill (if there is sufficient credit available on their Bill Limit). If there is insufficient Bill Limit available, customer can call Customer Care on 084 135 free from your Cell C SIM to increase your Bill Limit

How do I cancel/deactivate the Day-By-Day data bundles?

No cancellations or refunds of once-off Day-By-Day bundle purchases will be allowed once the bundles are activated.