

FAQ's: Home Connecta Flexi bundles

1. What is Home Connecta Flexi?

In simple terms, these are Cell C prepaid broadband bundles which are designed to be used with Home Connecta Flexi tariff plan. Home Connecta Flexi data bundles can only be used with a LTE router and where there is Cell C LTE network coverage.

2. Which radio frequency spectrum band does Cell C's LTE/LTE-A support?

Cell C LTE/ LTE-A network is supported primarily on the 1800MHz and 2300MHz radio frequency spectrum band with no fall back to Cell C Mobile 2G/3G networks.

3. Does the Home Connecta Flexi service support failover to 3G?

No, 3G failover will not be supported.

4. How do I check that I'm covered by Cell C LTE coverage?

You can check whether you fall within Cell C's LTE coverage area by visiting the LTE Coverage map at: <https://www.cellc.co.za/cellc/coverage-map/>.

5. Can I use the Home Connecta Flexi for mobility?

Home Connecta is designed for use in a fixed location and will perform at its best when used as such. Should a subscriber use their Home Connecta Flexi service for mobility purposes, Cell C accepts no responsibility for compromised LTE network coverage, reliability or throughput outside its fixed LTE coverage areas.

6. What does the Home Connecta Flexi bundle include?

The Home Connecta Flexi bundles include both Anytime data and Nite data.

7. What is Nite Data?

Nite data is a portion of your monthly allowance that be used from 00:00 to 05:59:59 daily.

8. Which prepaid plan will be able to purchase the Home Connecta Flexi bundles?

Only customers that are on the Home Connecta Flexi tariff plan will be able to purchase Home Connecta Flexi bundles.

9. Can I migrate from Ultra Bonus or All-In-one tariff plan to Home Connecta Flexi tariff plan?

Yes, but only on new SIMS. SIMs that have been active on the Cell C network for more than 10 days will be unable to migrate into the Home Connecta Flexi tariff. Customers who migrate will forfeit their existing benefits, with the exception to their airtime. Airtime will be carried over and customers will be able to use it to purchase Home Connecta Flexi bundles.

To migrate to the Home Connecta tariff, customers must dial:

- *147# =>My Account => Change tariff => Select “Home Connector Flexi”
- The customer will receive on-screen confirmation that the tariff migration was successful.
- The migration process is immediate and the customer will now be able to load airtime or purchase a bundle on cellc.co.za, on the Cell C app, or by dialing *147*LTE#.

10. Will I be charged out-of-bundle rates, when I’ve used all my In-bundle Data?

There is no Out of Bundle charge on Home Connecta Flexi. Customers who run out of data will need to buy another bundle.

11. How long will the Home Connecta Flexi bundles be valid for?

Bundles are valid for up to 60 days.

12. Where can I buy a Home Connecta Flexi bundle?

Once activated on the Home Connecta Flexi tariff plan, customers can purchase the bundles using the following channel:

- Cell C app
- Cell C website
- Cell C USSD menu on *147# or by dialing *147*LTE# (*147*583#)

13. How can I check my balance?

Customers can check their Home Connecta Flexi bundles via:

- Cell C APP
- Cell C website
- Cell C USSD menu on *147#

12. Can I transfer Home Connecta Flexi data to another Cell C user?

No, customers will not be able to transfer their Home Connecta Flexi data to other Cell C users.

13. Is there a limit on the number Home Connecta Flexi bundles I can purchase?

No, customers can purchase as many bundles as they want. The bundle with the earliest expiry will be used first.

14. Can I migrate back into my old tariff plan?

No, customers will not be able to migrate back into their old tariff plan once they are on a Home Connecta Flexi plan.