

Terms and Conditions – Home Connecta Flexi bundles Promotion

1. All standard terms and conditions of Cell C Limited and Cell C Service Provider Company Proprietary Limited apply.
2. All prices and usage rates advertised are inclusive of VAT, unless otherwise stated.
3. Standard RICA rules and processes apply. These shall be found at <https://www.cellc.co.za/cellc/static-content/PDF/RICA.pdf/>
4. It is important that you read, understand and agree to these terms and conditions in order for you to get access to the Home Connecta Flexi plans.
5. **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.**
6. The Home Connecta Flexi bundles will be available as a promotion from 27 March 2021 until 30 September 2021.
7. Home Connecta Flexi bundles are available to new prepaid customers buying a Home Connecta Flexi starter pack or existing prepaid customers migrating to the Home Connecta Flexi tariff plan.
8. Only customers on the Home Connecta Flexi tariff plan will be able to purchase the Home Connecta Flexi bundles.
9. Home Connecta Flexi bundles will be available through
 - a. Cell C USSD menu.
 - b. Cell C App
 - c. Cell C Portal
 - d. Cell C branded or Franchise stores
10. Customer can purchase the Home Connecta Flexi bundles by
 - a. Converting airtime to buy bundles or
 - b. Using a debit or credit card
11. Home Connecta bundles are offered only for LTE/LTE-A coverage usage and are suited for use on mobile or portable devices.
12. **It is very important that customers first confirm that they have sufficient 4G/LTE coverage before purchasing any of the Home Connecta Flexi starter pack, bundles or migrating into the Home Connecta Flexi tariff plan. Cell C will not be liable to reimburse you for any bundles that you purchase and that are not supported by coverage in your area.**
13. For coverage information customers can:
 - a. Visit: <https://www.cellc.co.za/cellc/coverage-map/>
 - b. Call the call centre on 084 135
 - c. Enquire at a Cell C store
14. Home Connecta bundles offer 4G/LTE access only, with no fall back to 2G/3G. Should your 4G/LTE coverage be weak or fail, you will not have any 2G/3G coverage.
15. Home Connecta bundles will only work on a LTE enabled device.

16. Where the customer has fully depleted the inclusive value of the bundle purchased. The customer can further purchase top-up bundles.
17. No voice usage will be allowed on the Home Connecta Flexi Tariff plan. This is a strictly data only tariff plan.
18. Where applicable, the Nite data is applicable for use from 00:00 to 04:59:59 daily.
19. Anytime and Nite data will be available to the customer for a period of 61 days thereafter the data will be forfeited or the customer can use rollover service to extend validity.
20. If you deplete the Home Connecta Flexi bundle before the end of your validity period, then out of bundle Data rates will apply, depending on the applicable tariff plan you are on.
21. The billing increment will be 25KB for data usage. This means that customers will be billed at a rate of 25KB data usage.
22. Once data has been carried over past 61 days there is not automatic rollover; customers will have to purchase additional time for data roll over and in doing so extend the validity of their data before it expires.
Customers have the option to roll over data by 1 day, 7 days or 30 days.
23. Home Connecta Flexi bundles cannot be used for international usage or data roaming.
24. Data transfer will not be allowed

Migration

25. Customers who have been active for less 10 day on the Cell C network will be allowed to migrate to the Home Connecta Flexi tariff plan.
26. Once the customer has migrated into the Home Connecta Flexi tariff plan, they will not be able to migrate back to their original tariff plan
27. If the customer has voice or sms bundles they will be forfeited.
28. Any available data bundle will be carried over at migration with the current validity.
29. Any available airtime will be carried over at migration.

Cancellations

30. The Home Connecta Flexi bundles cannot be cancelled or refunded once activated.

General

31. 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 Home Connecta Flexi offer.
32. Cell C reserves the right to suspend the Home Connecta Flexi bundles in its sole 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 the contract.
33. Cell C has the right to withdraw or shorten the duration of the Home Connecta Flexi bundles 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.