**Re: Your Cell C Annual Price Plan Update**

**Dear Valued Customer,**

Thank you for being with Cell C.

We are writing to give you an update on changes to your monthly subscription price on your plan and what this means for your bill.

**What is changing**

From 1 December 2026, the monthly subscription price on selected Cell C contract plans will have an annual price plan update, shown as below:

- **8.5%** average increase on subscription fees
- **4.54%** average increase on customers' total monthly bills
- The exact change to your bill will depend on your plan.
- The increase applies to customers who signed up or renewed on or before 31 August 2026.
- The increase does not apply to customers who joined, renewed or upgraded from 1 September to 30 November 2026.
- Refer to the tables below to determine whether your tariff is included.

**What is not changing**

- Your plan name, data allocation and existing plan benefits
- Device fees

You do not need to do anything. The new price will apply automatically from 1 December 2026.

Please see the table below for your current and new subscription pricing.

## Current vs New Pricing

| Current Fixed Data Plans | | | | |
|---|---|---|---|---|
| **Cell C LTE TopUp Plans** | | | | |
| **Current Plan** | **Current Price** | **New Price** | **Nominal Increase** | **% Increase** |
| Cell C LTE 20GB TopUp (20GB Anytime) | R69 | R75 | R6 | 9% |
| Cell C LTE 60GB TopUp (60GB Anytime) | R199 | R215 | R16 | 8% |
| Cell C LTE 200GB TopUp (200GB Anytime) | R299 | R325 | R26 | 9% |
| Cell C LTE 400GB TopUp (400GB Anytime) | R349 | R379 | R30 | 9% |
| Cell C LTE 750GB TopUp (750GB Anytime) | R599 | R655 | R56 | 9% |
| Cell C LTE 1TB TopUp (1TB Anytime) | R699 | R759 | R60 | 9% |

| Current Mobile Data Plans | | | | |
|---|---|---|---|---|
| **SmartData TopUp Plans** | | | | |
| **Current Plan** | **Current Price** | **New Price** | **Nominal Increase** | **% Increase** |
| SmartData 10GB (5GB Anytime + 5GB Nite) TopUp 2023 | R119 | R129 | R10 | 8% |
| SmartData 20GB (10GB Anytime + 10GB Nite) TopUp 2023 | R175 | R190 | R15 | 9% |
| SmartData 50GB (30GB Anytime + 20GB Nite) TopUp 2023 | R239 | R259 | R20 | 8% |
| SmartData 90GB (50GB Anytime + 40GB Nite) TopUp 2023 | R459 | R499 | R40 | 9% |
| SmartData 200GB (100GB Anytime + 100GB Nite) TopUp 2023 | R689 | R749 | R60 | 9% |
| **SmartData Postpaid Plans** | | | | |
| **Current Plan** | **Current Price** | **New Price** | **Nominal Increase** | **% Increase** |
| SmartData 10GB (5GB Anytime + 5GB Nite) 2023 | R119 | R129 | R10 | 8% |
| SmartData 20GB (10GB Anytime + 10GB Nite) 2023 | R175 | R190 | R15 | 9% |
| SmartData 50GB (30GB Anytime + 20GB Nite) 2023 | R239 | R259 | R20 | 8% |
| SmartData 90GB (50GB Anytime + 40GB Nite) 2023 | R459 | R499 | R40 | 9% |
| SmartData 200GB (100GB Anytime + 100GB Nite) 2023 | R689 | R749 | R60 | 9% |

- ***Subscriber Agreement*** *terms and conditions apply.*
- *Customers that have deal packages will need to apply the percentage increase to their current bill amount and not the standard tariff price.*

**Frequently asked questions**

| Question | Answer |
|---|---|
| What is changing? | The annual price plan update takes effect on 1 December 2026: an 8.5% average increase on selected Postpaid Tariff Subscriptions and a 4.54% average increase on customers' total monthly bills. These are different averages, not a uniform increase for each customer. Customers receiving a standard price increase will keep their existing plan, data allocation and benefits. Customers who are migrating will automatically move to a new plan with more data and an increased subscription price. |
| Why is my plan changing? | This forms part of Cell C's annual review of plans and pricing. Customers receiving a standard price increase will retain their existing plan, data allocation and benefits. Customers who are migrating will automatically move from their current tariff plan to a new tariff plan with more data and a slightly increased monthly subscription price. While some prices are changing, the adjustments have been kept as low as possible while maintaining competitive value. |
| Which plans are affected? | Details of the affected plans are provided in the tables above. |
| I recently signed up or renewed. Am I affected? | Customers who joined, renewed or upgraded from 1 September to 30 November 2026 are not affected by this update. |
| I'm on a deal package or a special billing arrangement. How does the increase apply to me? | If you're on a deal package, the percentage increase is applied to the amount you currently pay, not to the standard tariff price shown in the comparison table. Contact Customer Care on 084 135 if you'd like help working out your new amount. |
| Where can I compare my current and new deal? | Refer to the current vs new table in this letter. If you are receiving a standard price increase, the table shows your current and new monthly subscription prices. If you are migrating, it shows your current and new plan names, monthly subscription prices and data allocations. Contact Customer Care on 084 135 if you need help identifying your deal. |
| Can I change to a different plan? | Please contact Customer Care on 084 135 for assistance with your plan. Any available plan changes or cancellation terms must be confirmed for your contract; |

| Question | Answer |
|---|---|
| | this notice does not introduce new rights or deadlines. View subscriber agreement terms and conditions here |
| Is prepaid affected? | No. This update applies to selected postpaid plans only. |
| Who can I speak to? | Contact Customer Care on 084 135. |

We remain committed to continuing to give our customers our best value along with quality and reliable services that help you stay connected to the people and things that matter most to you.

For assistance or more information, please contact our Customer Care team on **084 135**.

Thank you for choosing Cell C and we value the opportunity to be of service to you.

**Cell C is Giving You More Value to Keep You Connected**

**Dear Valued Customer,**

Thank you for being with Cell C.

Every year we review our plans to make sure we keep giving you our best value and we are writing to give you an update on your changes to your Cell C plan.

## What is changing

- From 1 December 2026, the monthly subscription price on selected Cell C contract plans will have an annual price plan update, shown as below:
  - **8.5%** average increase on selected contracts.
  - **4.54%** average increase on customers' total monthly bills.
  - The exact change to your bill will depend on your plan.
  - The increase applies to customers who signed up or renewed on or before 31 August 2026.
  - The increase does not apply to customers who joined, renewed or upgraded from 1 September 2026 to 30 November 2026.
  - Refer to the tables below to determine whether your tariff is included.

## What is not changing

- Your number and account
- Device fees

You do not need to do anything. The new plan will apply automatically from 1 December 2026.

Please see the table below for your current and new plan.

| Current Voice Plans | | | | | |
|---|---|---|---|---|---|
| **Elevate + TopUp Plans** | | | | | |
| **Current Plan** | **Current Price** | **New Plan** | **New Price** | **Nominal Increase** | **% Increase** |
| Cell C Elevate Lite TopUp (500MB Anytime +50 Min+50 SMS) | R69 | Elevate + 600MB TopUp (600MB Anytime +55 Min+ 55 SMS) | R75 | R6 | 9% |
| Cell C Elevate 1 + TopUp (1.5GB Anytime+ 100Min + 100 SMS) | R159 | Elevate + 2GB TopUp (2GB Anytime + 120 Min+ 120 SMS) | R175 | R16 | 10% |
| Cell C Elevate 2 + TopUp (3GB Anytime+ 300Min+ 300 SMS) | R249 | Elevate + 4GB TopUp (4GB Anytime + 350 Min+ 350 SMS) | R269 | R20 | 8% |
| Cell C Elevate 3 + TopUp (7.5GB Anytime +750 Min + 750 SMS) | R429 | Elevate + 17GB TopUp (17GB Anytime + 1700 Min+ 1700 SMS) | R469 | R40 | 9% |
| **Elevate + Postpaid Plans** | | | | | |
| **Current Plan** | **Current Price** | **New Plan** | **New Price** | **Nominal Increase** | **% Increase** |
| Cell C Elevate Lite (500MB Anytime+ 50 Min + 50 SMS) | R69 | Elevate + 600MB | R75 | R6 | 9% |
| Cell C Elevate 1 + (1GB Anytime +100 Min + 100 SMS) | R159 | Elevate + 2GB | R175 | R16 | 10% |
| Cell C Elevate 2 + (3GB Anytime+300 Min + 300 SMS) | R249 | Elevate + 4GB | R269 | R20 | 8% |
| Cell C Elevate 3 + (7.5GB Anytime +750 Min + 750 SMS) | R429 | Elevate + 17GB | R469 | R40 | 9% |

| Old Voice Plans | | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| **Elevate TopUp Plans** | | | | | | | | |
| **Current Plan** | **Current Price** | **New Plan** | **New Anytime** | **New Minutes** | **SMS** | **New Price** | **Nominal Increase** | **% Increase** |
| Cell C Elevate 1 TopUp 2023 (500MB Anytime + 500MB Social +100 Min) | R149 | Elevate + 1.8GB TopUp | 1,8 GB | 110 Min | 110 SMS | R159 | R10 | 7% |
| Cell C Elevate 2 TopUp 2023 (1.5GB+ Anytime + 1.5GB Social +200 Min) | R241 | Elevate + 3.5GB TopUp | 3,5 GB | 330 Min | 330 SMS | R259 | R18 | 7% |
| **Elevate Postpaid Plans** | | | | | | | | |
| **Current Plan** | **Current Price** | **New Plan** | **New Anytime** | **New Minutes** | **SMS** | **New Price** | **Nominal Increase** | **% Increase** |
| Cell C Elevate 1 (500MB Anytime + 500MB Social +100 Min) | R149 | Elevate + 1.8GB | 1,8 GB | 110 Min | 110 SMS | R159 | R10 | 7% |
| Cell C Elevate 2 (1.5GB+ Anytime + 1.5GB Social +200 Min) | R241 | Elevate + 3.5GB | 3,5 GB | 330 Min | 330 SMS | R259 | R18 | 7% |
| **Elevate Month-to-Month TopUp Plans** | | | | | | | | |
| **Current Plan** | **Current Price** | **New Plan** | **New Anytime** | **New Minutes** | **SMS** | **New Price** | **Nominal Increase** | **% Increase** |
| Cell C Elevate 1 TopUp (500MB Anytime + 500MB Social +100 Min) | R149 | Elevate + 1.8GB TopUp | 1,8 GB | 110 Min | 110 SMS | R159 | R10 | 7% |
| Cell C Elevate 2 TopUp (1.5GB+ Anytime + 1.5GB Social +200 Min) | R241 | Elevate + 3.5GB TopUp | 3,5 GB | 330 Min | 330 SMS | R259 | R18 | 7% |
| **Pinnacle Plans** | | | | | | | | |
| **Current Plan** | **Current Price** | **New Plan** | **New Anytime** | **New Minutes** | **SMS** | **New Price** | **Nominal Increase** | **% Increase** |
| Pinnacle 30 TopUp (50MB Anytime+ 30Min Anynet + 50 SMS) | R69 | Elevate + 600MB TopUp | 600 MB | 55 Min | 55 SMS | R75 | R6 | 9% |
| Postpaid Pinnacle 50 (100MB Anytime+ 50Min Anynet + 100 SMS) | R99 | Elevate + 1GB | 1,0 GB | 80 Min | 80 SMS | R109 | R10 | 10% |
| Postpaid Pinnacle 100 (100MB Anytime+ 100Min Anynet + 100 SMS) | R179 | Elevate + 2.4GB | 2,4 GB | 130 Min | 130 SMS | R199 | R20 | 11% |
| Postpaid Pinnacle 150 (150MB Anytime+ 150Min Anynet + 150 SMS) | R279 | Elevate + 4.5GB | 4,5 GB | 400 Min | 400 SMS | R289 | R10 | 4% |
| | | | | | | | | |
| Pinnacle 100MB TopUp 2019 (100MB Anytime+ 15Min Anynet + 15Min Onnet + 500 SMS) | R129 | Elevate + 1.2GB TopUp | 1,2 GB | 100 Min | 100 SMS | R135 | R6 | 5% |
| Pinnacle 300MB TopUp (300MB Anytime+ 30Min Anynet + 30Min Onnet + 500 SMS) | R89 | Elevate + 900MB TopUp | 900 MB | 75 Min | 75 SMS | R99 | R10 | 11% |
| Pinnacle 300MB TopUp 2019 (300MB Anytime+ 30Min Anynet + 30 SMS) | R169 | Elevate + 2GB TopUp | 2,0 GB | 120 Min | 120 SMS | R175 | R6 | 4% |
| Pinnacle 500MB TopUp (500MB Anytime+ 90Min Anynet + 90 SMS) | R189 | Elevate + 2.4GB TopUp | 2,4 GB | 130 Min | 130 SMS | R199 | R10 | 5% |
| Pinnacle TopUp 500MB (old MediaPlay TopUp 2018 500MB) (500MB Anytime+ 90Min Anynet + 90 SMS) | R169 | Elevate + 2GB TopUp | 2,0 GB | 120 Min | 120 SMS | R175 | R6 | 4% |
| | | | | | | | | |
| Pinnacle 1GB TopUp (1GB Anytime + 120Min Anynet + 120 SMS) | R289 | Elevate + 5GB TopUp | 5,0 GB | 500 Min | 500 SMS | R309 | R20 | 7% |
| Pinnacle 1GB TopUp 2019 (500MB Anytime + 500MB Nite+ 30Min Anynet + 500 SMS) | R139 | Elevate 1 + TopUp | 1,5 GB | 100 Min | 100 SMS | R149 | R10 | 7% |
| Pinnacle 1GB TopUp 2022 (500MB Anytime + 500MB Nite+ 30Min Anynet + 30 Min Onnet +500 SMS) | R139 | Elevate 1 + TopUp | 1,5 GB | 100 Min | 100 SMS | R149 | R10 | 7% |
| Pinnacle TopUp 1GB (old MediaPlay TopUp 2018 1GB) (1GB Anytime + 120Min Anynet + 120 SMS) | R259 | Elevate + 4GB TopUp | 4,0 GB | 350 Min | 350 SMS | R269 | R10 | 4% |
| | | | | | | | | |
| Pinnacle 2GB TopUp 2019 (1,5 GB Anytime+ 500MB Nite+ 60 Min Anynet + 120Min Onnet +500 SMS) | R229 | Elevate + 3.5GB TopUp | 3,5 GB | 330 Min | 330 SMS | R259 | R30 | 13% |
| Pinnacle 2GB TopUp 2022 (1,5 GB Anytime+ 500MB Nite+ 60 Min Anynet + 120Min Onnet +500 SMS) | R229 | Elevate + 3.5GB TopUp | 3,5 GB | 330 Min | 330 SMS | R259 | R30 | 13% |
| Pinnacle 3GB TopUp 2019 (2GB Anytime+ 1GB Nite+ 90 Min Anynet + 210Min Onnet +500 SMS) | R339 | Elevate + 8.5GB TopUp | 8,5 GB | 850 Min | 850 SMS | R359 | R20 | 6% |
| Pinnacle 3GB TopUp 2022 (2GB Anytime+ 1GB Nite+ 90 Min Anynet + 210Min Onnet +500 SMS) | R339 | Elevate + 8.5GB TopUp | 8,5 GB | 850 Min | 850 SMS | R359 | R20 | 6% |
| | | | | | | | | |
| Pinnacle 500MB (500MB Anytime+ 90Min Anynet +90 SMS) | R199 | Elevate + 2.8GB | 2,8 GB | 140 Min | 140 SMS | R219 | R20 | 10% |
| Pinnacle 1GB (1GB Anytime+ 120Min Anynet +120 SMS) | R309 | Elevate 3 + | 7,5 GB | 750 Min | 750 SMS | R329 | R20 | 6% |
| Pinnacle 1GB (old Mediaplay 2018 1GB) (1GB Anytime+ 120Min Anynet +120 SMS) | R259 | Elevate + 4GB | 4,0 GB | 350 Min | 350 SMS | R269 | R10 | 4% |
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- *Cell C Elevate* ***Terms and Conditions Apply***
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**Frequently asked questions**

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