



## **MEDIAPLAY DATA FREQUENTLY ASKED QUESTIONS**

### **What is the duration of the contract?**

You can sign-up for a month-to-month or 24-month contract. Device deals are only 24 months.

### **What happens at the end of the 24-month contract period?**

Once your contract term matures, you will revert to a month-on-month contract.

### **Can I migrate to the MediaPlay Data Plans?**

Yes, you only have the option to migrate to MediaPlay Data plans in store or via Cell C Direct or Retentions on 084 143.

### **How do the CELL C MediaPlay Data plans work?**

**CELL C MEDIAPLAY DATA** will only work on a LTE and LTE-A enabled device coupled with a Cell C USIM. You will need a Cell C USIM and a LTE and LTE-A capable router to get started. Once you receive your SIM, insert it into your router and you will connect to the Cell C Fixed 4G network. Your first data bundle will be loaded as soon as your SIM is activated – this bundle will be pro-rated, depending on the days remaining in the month (your first month's subscription is also pro-rated). Thereafter all new bundles will be allocated on the first of the month and are valid until the end of the month.

### **Can I travel around with my MediaPlay Data service?**

**CELL C MEDIAPLAY DATA** plans are offered only for "fixed" usage and are not suited for use on mobile or portable devices due to coverage being limited to the fixed 4G coverage.

### **Are Voice calls allowed on MediaPlay Data?**

The **CELL C MEDIAPLAY DATA plans** do not support voice calling.

### **What are the additional exclusions that apply to MediaPlay Data?**

1. Cell C MediaPlay Data plans exclude access to Cell C's 2G and 3G network.
2. There will be no national roaming on Vodacom on the **CELL C MEDIAPLAY DATA** plans.
3. **Cell C MEDIAPLAY DATA plans** do not support National Roaming on the MTN LTE network and are only supported on Cell C Fixed 4G network
4. Multi-Data Connect is not compatible with CELL C MediaPlay Data plans.
5. The **CELL C MEDIAPLAY DATA plans** do not have an inclusive Wi-Fi Calling benefit and customers will be billed at the out of bundle rate.
6. The **CELL C MEDIAPLAY DATA plans** do not have an inclusive SMS/MMS/International SMS benefit and customers will be billed at the out of bundle rate.



### How do I confirm that I have Fixed 4G coverage?

It is very important that customers first confirm that they have sufficient Fixed 4G coverage before purchasing any of the Cell C MEDIAPLAY DATA plans.

1. **CELL C MEDIAPLAY DATA** plans offer Fixed 4G-only access with no fall back to 2G/3G. Should your Fixed 4G coverage be weak or fail, you will not have any 3G/2G coverage.
2. There will be no national roaming on Vodacom on the **CELL C MEDIAPLAY DATA** plans.
3. **Cell C MEDIAPLAY DATA plans** do not support National Roaming on the MTN LTE network and are only supported on Cell C Fixed 4G network.
4. For coverage information customers can:
  - a. Visit <https://www.cellc.co.za/cellc/coverage-map>
  - b. Call the call center on 084 135 or
  - c. Enquire at a Cell C store

### Can I buy additional data bundle, when i run out of my inclusive data?

Data bundles may be added at any time. You can purchase bundles on the Cell C Mobile App, Cell C Website or dial \*147# as follows:

- a. Download the Cell C App on your Android or iPhone smartphone to register and go to "Buy Bundles";
- b. Or register for Cell C online self-service and go to "Buy Bundles" under the "My Bundles" menu;
- c. Or dial USSD Code \*147# and select Option 4 "Bundles #EXTRA GIGS#".

### How do I check my balance?

To check your balance, download the Cell C App on your Android or iPhone smartphone to register or register for Cell C online self-service or dial \*147# or \*101#.

### Who is the inclusive black data available to?

The black data is available to all new customers on all MediaPlay Data plans. The black data will be automatically added, there is nothing for the customer or agent to do.

### Will I have to pay extra for the inclusive black subscription and black data?

No, the inclusive black subscription and black data offering will be included in your monthly subscription.

### Will I get the inclusive black subscription and black data monthly?

1. Yes, the inclusive black subscription and black data will be allocated monthly for the duration of the contract.
2. All customers who sign up for one of the **CELL C MEDIAPLAY DATA** plans also qualify for the Unlimited Free black Data Promotion, which ends on 30 June 2019.



3. This Unlimited Free black Data Promotion entitles you to free streaming or browsing of black content on the black platform when you subscribe to one of the black subscription services and/or purchase/rent a movie from the black platform.
4. Once the Unlimited Free black Data Promotion ends on 30 June 2019, the inclusive black data on your plan will apply (where applicable).

#### **What does black FLEXI Access include?**

black FLEXI Access includes access to local movies, series, music, documentaries and so much more.

#### **What does black FLEXI Premium include?**

black FLEXI Premium includes access to local and international movies, series, music, documentaries and so much more.

#### **What does black BINGE Premium include?**

black BINGE Premium includes FLEXI Premium PLUS BTV Premium 24/7 with over 60 TV channels.

#### **How do I get access to black?**

You can access black via your TV by using the black smart box. You can access black via the website [www.black.co.za](http://www.black.co.za). You can download the #GETblack app on the Google Play Store or the App Store.

#### **How do I get black access for my additional devices?**

Downloading our app for additional devices is easy. All you need is any android or iOS smartphone or tablet. Go to the google play store or the app store. Search for **GETblack** and download our app OR visit [www.black.co.za](http://www.black.co.za) to watch **black** across multiple devices.

#### **Can I subscribe to another black package?**

Yes, customer can subscribe to another black subscription, which will be charged for additionally.

#### **Can I roll-over the remaining inclusive data benefit to the following month?**

1. The inclusive Data benefit is valid for 30 days and does not rollover automatically.
2. Cell C will allow customers who have data that is about to expire, the ability to buy additional time and in doing so, extend the validity of their data bundle before it expires.
3. Customers will only pay for an extension of the expiry date, no additional data will be added.
4. The additional time period purchased will be added to the existing expiry date and not from the time the rollover is purchased.
5. You have the option to extend your data by 1 day, 7 days or 30 days.
6. To rollover data, the following tools are available to you;



- a. Download the Cell C App on your Android or iPhone smartphone to register and go to "Data Bundle Rollover" under the "Services" menu;
- b. Or register for Cell C online self-service and go to "Data Bundle Rollover" under the "My Bundles" menu;
- c. Or dial USSD Code \*147# and select Option 4 "Bundles #EXTRA GIGS#".

#### Can I transfer data to someone else?

1. MediaPlay Data customers will be allowed to transfer data from one user to another on the same network.
2. To transfer data, the following tools are available to you:
  - a. Download the Cell C App on your Android or iPhone smartphone to register and go to "Send Data" under the "Services" menu;
  - b. Or register for Cell C online self-service and go to "Send Data" under the "My Bundles" menu;
  - c. Or dial USSD Code \*147# and select Option 3 "Data & Airtime Share".
3. The following data transfer options are available to you:
  - a. 1GB data transfer limit per customer per day.
  - b. A maximum of 3 data transfers per customer per day.

#### How do I manage my out of bundle usage to eliminate bill shock?

1. In line with the new ICASA regulations, **CELL C MediaPlay Data** customers cannot by default be charged for out of bundle data charges (i.e. customers must opt in).
2. The default settings for out of bundle usage on activation will be as follows:
  - a. Data – out of bundle allowed
  - b. SMS – out of bundle allowed
3. MediaPlay Data customers are required to self-manage their out of bundle spend for Data and SMS, in order to help you manage how much you can spend on your account.
4. To self-manage your out of bundle usage limit, the following tools are available to you;
  - a. Download the Cell C App on your Android or iPhone smartphone to register and go to "Manage Limit" under the "Services" menu;
  - b. Or register for Cell C online self-service and go to "Manage Limit" under the "My Services" menu;
  - c. Or dial USSD Code \*147# and select Option 1 "Manage Account".
5. Should a customer select to remain opted out for data out of bundle charges, they must always have a data bundle to be able to access the Internet.
6. The following options are available to you, to manage out of bundle usage limits:
  - a. Set out of bundle spend to "Unlimited", which means that you will be able to continue using your services when your inclusive benefits are depleted and you do not have a bundle loaded.
    - Out of bundle charges will be added to your monthly bill.



- Your “exposure” will be covered by your Credit and Bill Limit.
- b. Set a **defined Rand value for out of bundle spend** limit (in units of 10), which means that you will be able to spend up to that value on out of bundle charges.
  - Out of bundle charges will be added to your monthly bill.
  - The value selected can be higher than your Bill Limit, BUT charges will BE capped and you won't be able to spend higher than your Bill Limit.
- c. Set to have **no out of bundle spend** buy entering R 0, which means that you will always need to have a bundle active to make use of the service.
  - No out of bundle usage will be allowed.
  - No out of bundle charges will be incurred by you or added your bill.
  - This will impact your experience due to the fact that your service will be cut off should your inclusive benefits run out whilst on an internet session.

#### How does the cancellation process work?

1. A customer may cancel their **CELL C MEDIAPLAY DATA** plan by giving Cell C 30 days' notice in writing. All standard Cell C cancellation rules and penalties will apply.
2. Where a customer has purchased a **CELL C MEDIAPLAY DATA** plan and a device, then there shall be a claw-back on the equipment if the **CELL C MEDIAPLAY DATA** plan is cancelled early (i.e. prior to expiry of the 24 month contract period).
3. This claw-back will require customers to pay back the remaining pro-rated cost of the equipment, either as a once-off upfront payment or and a monthly subscription for the remaining months.
7. A Seven Day Return Policy will be applicable where a customer's fixed home address was validated for CELL C Fixed 4G coverage and it turns out that the customer does not have Fixed 4G coverage at home. This must first be verified by a Cell C technician. A customer can then cancel their **CELL C MEDIAPLAY DATA** contract at the Cell Store, or by calling 084 145, within 7 (seven) days of purchase. In order to cancel your contract, the customer **MUST** also be in possession of the following:
  - a. Valid proof of Purchase
  - b. Cell C U SIM
  - c. Physical Address that was validated, at the time of purchase, against the Cell C Coverage map for Fixed 4G coverage.
8. This cancellation will only be allowed if the customer has no Fixed 4G signal at their physical address. Cell C will not be liable to any customer who does not cancel their contract within the 7 (seven) day window period, or should the customer have weak or insufficient coverage.

#### Who should consider a MediaPlay Data Plan?

Home users who stream, download or game and small businesses that need to keep connected to the world.



**What self-service option are available to me?**

The customer can use the following Cell C self-service options;

- a. Cell C Mobile App - Download the Cell C App on your Android or iPhone smartphone
- b. Cell C Website - On [www.cellc.co.za](http://www.cellc.co.za)
- c. USSD Menu by dialling \*147# or \*101#
- d. Cell C Customer Care 084 135