MEGABONUS FREQUENTLY ASKED QUESTIONS (FAQ)

What is MegaBonus

MegaBonus is a Prepaid plan.

Who can activate on MegaBonus?

Existing Cell C Prepaid customers can dial *108# or *147# and migrate from their current plan to MegaBonus.

What does MegaBonus offer?

MegaBonus offers customers triple the value on every recharge every time!

What makes up the triple value on MegaBonus?

The triple value is calculated as follows:
• The customer's recharge value.
• 200% on-net bonus airtime.

For example: If the customer recharges with R30 airtime they will receive R90 airtime. The R90 is made up of your R30 recharge and then R60 MegaBonus airtime.

Is there a minimum recharge value to qualify for MegaBonus?

Yes. The minimum recharge value to receive the MegaBonus airtime benefit is R5.

Do all recharges qualify to receive MegaBonus benefits?

No. Only airtime recharges, made through any channel, qualify to receive the bonus airtime. Non-airtime recharges (data bundles, SMS bundles etc.) do not qualify for MegaBonus benefits.

What can the bonus airtime be used for?

The bonus airtime can be used for local voice calls, SMS and data usage.

How long is the bonus airtime valid for?

The FREE bonus airtime value is valid for up to 3 days from the date of recharge for recharges between R5 and R99.99 and 5 days for recharges of R100 or more.

Can bonus airtime be transferred to another Cell C customer?

No, bonus airtime is not transferrable.

Can the validity of bonus airtime be extended?

Yes. If a customer recharges while there is still a balance of bonus airtime the new bonus airtime is added to the current balance and the validity extended to the new expiry date (from the most recent recharge time).

Can bonus airtime be used to purchase bundles or pay for premium rated services?

No. Bonus airtime can only be used for the following

1. Standard priced calls to any local network (mobile or fixed)
2. Standard priced SMS to any local network
3. Data usage

Can bonus airtime be used for international calls?

No. Bonus airtime is only valid for local calls.

Can bonus airtime be used for international roaming usage?

No. The bonus airtime is only valid for usage in South Africa.

How can a customer check balance?

1. In real-time and free of charge via the Cell C app. Download the Cell C App on your Android or iPhone smartphone, or
2. In real-time via the online portal. Register for Self Service online (www.cellc.co.za), or
3. Dial *147# and select Balance or
4. Dial *101# for a summary of all your balances

What happens to any bonus value awarded from other Cell C prepaid plans on migration to MegaBonus?

Any bonus value will be forfeited on migration to MegaBonus

What happens to MegaBonus benefits on migration to other Cell C prepaid plans?

Any available bonus airtime will be forfeited on migration out of MegaBonus