

Cell C On Us! Longer Duration Bundles – Terms and Conditions

Data Bundles

General:

The discount at which a bundle is offered will be selected based on the time of day, network cell and segment which a subscriber falls into.

Applicable (who):

Bundles will be offered to all prepaid subscribers base on subscriber segment

Bundles will not be available to any post-paid or top-up subscribers.

Channels (where):

USSD *147# menu and *128# shortcode only (no app, portal etc)

Purchase Rules:

List of bundles and price point of bundle offered to a subscriber will depend on the subscribers segment, location and the current time.

On Us! Data Bundle can be purchased even if the subscribe has other active bundle products.

Only one On Us! Data Bundle can be active at a time. Subscriber will be presented with a message informing him/her that an On Us! bundle is already active if he/she tries to purchase a second one.

Payment (how) and provisioning (when):

Payment will be from main account airtime.

Usage (what used for):

On Us! Data Bundles can be used for data on Cell C network and local roaming partners

Depletion priority:

As per depletion list.

Bundle will be consumed in order of soonest expiry.

Validity (how long):

Bundle validity time starts ticking from the moment of purchase.

On Us! 3 day Data Bundles will be valid for 3 full days from time of purchase (72 hours).

On Us! 15 day Data Bundles will be valid for 15 full days from time of purchase

On Us! 30 day Data Bundles will be valid for 30 full days from time of purchase

Rollover:

N/A (promotion offer)

Transfer:

Transfer of the On Us! bundle data is not available

Gifting (can I buy for someone else):

Customers will not be able to buy a On Us! Data Bundle for another Cell C customer

Cancellation and refund:

N/A

Migrations (value will be carried over on prepaid to prepaid or top up BUT not prepaid to contract postpaid):

Migration on prepaid to prepaid or top up will result in transfer of wallets. Migration from prepaid to contract postpaid will result in loss of wallet

Notifications (ICASA depletion and message sent on successful purchase):

Depletion notifications at 50%, 80%, 100%

Self-service for balance enquiry (which channels):

USSD, app, portal - balance and validity

Bundle name (as will display to customer):

On Us! Discount Bundles

Exclusions:

International roaming is excluded

Voice Bundles

General:

The discount at which a bundle is offered will be selected based on the time of day, network cell and segment which a subscriber falls into.

Applicable (who):

Bundles will be offered to all prepaid subscriber based on subscriber segment

Bundles will not be available to any post-paid or top-up subscribers.

Channels (where):

USSD *147# menu and *128# shortcode only (no app, portal etc)

Purchase Rules:

List of bundles and price point of bundles offered to a subscriber will depend on the subscribers segment, location and the current time.

On Us! bundles can be purchased even if the subscriber has other active bundle products.

Only one On Us! Anynet Voice Bundle can be active at a time. Subscriber will be presented with a message informing him/her that an On Us! Anynet Voice Bundle is already active if he/she tries to purchase a second one.

Payment (how) and provisioning (when):

Payment will be from main account airtime.

Usage (what used for):

On Us! Anynet Voice Bundles can be used for calling on Cell C network and local roaming partners

Depletion priority:

As per depletion list.

Bundles will be consumed in order of soonest expiry.

Validity (how long):

Bundle validity time starts ticking from the moment of purchase.

On Us! 3 day Anynet Voice Bundles will be valid for 3 full days from time of purchase (72 hours).

Rollover:

N/A

Transfer:

N/A

Gifting (can I buy for someone else):

Customers will not be able to buy a On Us! Anynet Voice Bundle for another Cell C customer

Cancellation and refund:

N/A

Migrations (value will be carried over on prepaid to prepaid or top up BUT not prepaid to contract postpaid):

Migration on prepaid to prepaid or top up will result in transfer of wallets. Migration from prepaid to contract postpaid will result in loss of wallet

Notifications (ICASA depletion and message sent on successful purchase):

Depletion notifications at 50%, 80%, 100%

Self-service for balance enquiry (which channels):

USSD, app, portal - balance and validity

Bundle name (as will display to customer):

On Us! Discount Bundles

Exclusions:

International roaming is excluded

WhatsApp Bundles

General:

The discount at which a bundle is offered will be selected based on the time of day, network cell and segment which a subscriber falls into. The On Us!

WhatsApp Bundle shall not be allowed to be depleted for any other data usage, only usage through the IP addresses configured for WhatsApp.

Making WhatsApp (VOIP) Calls will incur additional data costs outside the On Us! WhatsApp Bundle.

If the On Us! WhatsApp Bundle is depleted before the end of the validity period, then any other active data bundle will be consumed or the data charge as per the tariff plan which the customer is on will apply.

WhatsApp Boost does not apply to On Us! WhatsApp bundles.

Applicable (who):

Bundles will be offered to all prepaid subscribers base on subscriber segment

Bundles will not be available to any post-paid or top-up subscribers.

Channels (where):

USSD *147# menu and *128# shortcode only (no app, portal etc)

Purchase Rules:

List of bundles and price point of bundle offered to a subscriber will depend on the subscribers segment, location and the current time.

On Us bundle can be purchased even if the subscribe has other active bundle products.

Only one (1) On Us WhatsApp bundle can be active at a time. Subscriber will be presented with a message informing him/her that a On Us! WhatsApp bundle is already active if he/she tries to purchase a second one.

Payment (how) and provisioning (when):

Payment will be from main account airtime.

Usage (what used for):

On Us WhatsApp bundles can be used for WhatsApp data on Cell C network and local roaming partners. Making WhatsApp (VOIP) Calls will incur additional data costs outside the On Us! WhatsApp Bundle.

Depletion priority:

As per depletion list.

Bundle will be consumed in order of soonest expiry.

Validity (how long):

Bundle validity time starts ticking from the moment of purchase.

On Us! 3 day WhatsApp Bundles will be valid for 3 full days from time of purchase (72 hours).

Rollover:

N/A

Transfer:

Transfer of the On Us! WhatsApp bundle data is not available

Gifting (can I buy for someone else):

Customers will not be able to buy a On Us! WhatsApp bundle for another Cell C customer

Cancellation and refund:

N/A

Migrations (value will be carried over on prepaid to prepaid or top up BUT not prepaid to contract postpaid):

Migration on prepaid to prepaid or top up will result in transfer of wallets. Migration from prepaid to contract postpaid will result in loss of wallet

Notifications (ICASA depletion and message sent on successful purchase):

Depletion notifications at 50%, 80%, 100%

Self-service for balance enquiry (which channels):

USSD, app, portal - balance and validity

Bundle name (as will display to customer):

On Us! Discount Bundles

Exclusions:

International roaming is excluded