

Cell C On Us! Discount Voice Bundles – Terms and Conditions

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 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 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 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 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. In majority of cases with the hourly bundles, this will mean that the On Us bundles will be consumed first.

Validity (how long):

Bundle validity time starts ticking from the moment of purchase.

On Us hourly bundles will be valid for 1 hour from purchase.

On Us daily bundles will be valid for 24 hours from 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