

## **Cell C On Us! Discount WhatsApp 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. 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 bundle can be active at a time. Subscriber will be presented with a message informing him/her that a 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 WhatsApp bundles can be used for WhatsApp data on Cell C network and local roaming partners

### **Depletion priority:**

As per depletion list.

Bundle will be consumed in order of soonest expiry. In majority of cases with the hourly bundles, this will mean that the On Us bundle will be consumed first.

**Validity (how long):**

Bundle validity time starts ticking from the moment of purchase.

On Us 2 hourly bundles will be valid for 2 hour from purchase.

On Us daily bundles will be valid for 24 hours from purchase

**Rollover:**

N/A (promotion offer) Roll over of unused WhatsApp data is not allowed. At the end of the 2 (two) hour period, any remaining data will expire.

**Transfer:**

Transfer of the OnUs 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