



**CELL C SERVICE PROVIDER  
COMPANY (PTY) LTD**

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**Registration Number:** 2001/008017/07

### **Terms and Conditions – Pinnacle Month-to-Month TopUp Plans**

1. All standard terms and conditions of Cell C Limited and Cell C Service Provider Company

Proprietary Limited apply.

2. All prices and usage rates advertised are inclusive of VAT, unless otherwise stated.

3. Standard RICA rules and processes apply. These shall be found

at <https://www.cellc.co.za/cellc/static-content/PDF/RICA.pdf>

4. Month-to-Month plans are available as Top Up and are available as SIM only offers and are available to all new and existing customers.

5. Customers signing for a Month-to-Month plan will be able to pay upfront for their plan on their elected credit /debit order data, without the need to be vetted.

6. The customer will be charged automatically. If the payment is successful, the customer will be allocated their plan benefits for the month

7. Should the payment fail to go through on Month-to-Month, the customer will not be allocated their plan benefits for the month and migrated to prepaid.

8. A once-off SIM and Connection Fee of R199 will be charged for new activations.

9. The Pinnacle Month to Month plans will be available through Cell C Online channel from the 10th of September 2021 to 31 January 2022 and through all channels from 18<sup>th</sup> October to 31 January 2022.

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10. The first month's inclusive benefits (minutes/SMS/data) and monthly subscription fee will be pro-rated depending on the date of activation of the package; thereafter the inclusive benefits will be loaded monthly, in full on the 1st of every calendar month and the standard/full monthly subscription fee will be charged.

11. The Free Nite data is applicable for use from 00:00 to 05:59:59 daily.

12. The inclusive minutes can be used for calls, including Wi-Fi Calling, to any local network in South Africa but cannot be used for International Calling and Roaming and premium rated or special number calls.

a. Calls to 0800 numbers are free and will not be charged for or deplete from inclusive minutes.

b. Calls to 086X numbers are not depleted from inclusive minutes and will be billed for as usage charges.

c. Cell C will not be liable for charges incurred where the subscriber dials nonqualifying numbers.

14. There is a 1-month carryover of any unused inclusive voice minutes, SMS and anytime data.

a. Nite Data does not carry over.

15. The billing increment will be:

a. per second billing from the 1st second for a voice calls; and

b. 25KB for data usage.

16. The existing International Calling and Roaming rates will apply. International Calling and Roaming will be charged as out of bundle usage and added to the customer's monthly invoice.

17. International SMS/MMS, Premium Rated SMS/MMS, Value-Added Services and subscription services or bundle purchases will be charged as out of bundle usage or additional purchase and will be added to the customer's monthly invoice or deducted from available airtime for TopUp.

18. Data consumption while roaming internationally will not deplete from the inclusive airtime value or any bundles purchased. Data roaming rates will apply and will be charged as out of bundle usage.

19. All out of bundle usage charges for TopUp customers will be deducted from available airtime (customers must have sufficient airtime in their airtime wallet to make use of such services).

#### General

20. If a customer does not comply with these terms and conditions and/or the processes applicable, Cell C reserves the right to refuse the customer from taking up the Pinnacle offer.

21. Cell C reserves the right to suspend the Pinnacle plans in its sole discretion, including when any fraudulent activity is suspected, and if the outcome of an investigation proves that fraudulent activity did occur, Cell C shall be entitled to terminate.

22. The promotion will run from 10th of September 2021 to 31 January 2022. Cell C has the right to withdraw or shorten the duration of the Pinnacle Month to Month plans in its sole

and absolute discretion and will notify customers if it chooses to do so. Customers will not have a claim against Cell C in this event.

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