

UltraBonus+ Tariff Plan Terms and Conditions

1. It is important that you understand and agree to these terms and conditions for the “**UltraBonus+**” tariff plan for the Prepaid service (“**Service**” or “**UltraBonus+**” Tariff Plan).
2. All standard Terms and Conditions of Cell C Limited and Cell C Service Provider Limited apply. These can be found at <http://www.cellc.co.za/terms-and-conditions>.
3. All prices and usage rates advertised include VAT (at the prevailing rate, being, as at the date of these terms and conditions, 15%), unless otherwise stated.
4. The UltraBonus+ Tariff Plan will be available from 20 February 2020 to select, existing prepaid UltraBonus customers only.

Activation/Tariff Plan

1. Standard RICA processes and business rules apply. These processes and business rules can be found at <http://www.cellc.co.za/about/rica>. New customers will be required to RICA a Cell C starter pack before activation. To RICA the following documentation is required:
 1. A South African Identity Book or Card OR Valid Passport; and
 2. Proof of address.
2. Only selected existing UltraBonus customers at the time of launch of the UltraBonus+ Tariff Plan will be offered the opportunity to migrate from the existing UltraBonus tariff plan to the new UltraBonus+ Tariff Plan.
 1. No other customers – existing or new – will be activated on the UltraBonus+ Tariff Plan.
3. The selected customers will be able to migrate to the UltraBonus+ Tariff Plan via a unique USSD code. This code will be made available to them in the invitation SMS they will receive.
4. Voice calls will be billed on a per second basis.
5. The rates indicated in the table below are fixed and apply at any time of the day.

UltraBonus+ TARIFF PLAN RATES	
Data	R1,75 (per MB)
Voice calls (to any local network at any time)	R1,75 (per minute – billed per-second)
SMS (to any local network at any time)	R0,50
MMS	R0,50
International SMS	R1,74
International calls	As per international calling rates
International roaming	As per country and individual network rates*

*International roaming services Prepaid T’s and C’s are applicable.

Recharge bonus

1. Customers on the UltraBonus+ Tariff Plan will automatically receive FREE Bonus data on every airtime (Rand) recharge they make (“**Bonus Data**”).
2. Customers will receive the face value of the airtime recharge they make as well as the Bonus Data.
3. The Bonus Data will total 200% (two hundred percent) of the actual amount recharged by the customer.
4. The Bonus Data is for anytime, local Internet usage, and as per the validity periods indicated in the table below.
5. The table below shows examples of the Bonus Data reward per recharge denomination.

Airtime Recharge value	+	Anytime bonus data	Validity of Bonus Data
R5	+	10MB	24 hours
R10	+	20MB	24 hours
R15	+	30MB	2 days
R20	+	40MB	2 days
R25	+	50MB	2 days
R30	+	60MB	2 days
R35	+	70MB	3 days
R50	+	100MB	3 days
R100	+	200MB	5 days
R200	+	400MB	5 days
R300	+	600MB	5 days
R500	+	1000MB	5 days

6. Variable recharges will also receive Bonus Data, for example recharge with R14 and get R14 airtime (i.e. the value recharged by the customer) PLUS 28MB Bonus Data.
7. The Bonus Data will deplete in 25kb increments.
8. Non-airtime recharges such as an Airtime Share, Emergency Airtime, All-In-One voucher, R39 SMS voucher, prepaid data package or bundle purchase DO NOT qualify for the Bonus Data reward. Only airtime recharges qualify for the Bonus Data reward.
 - a. Bonus Data value cannot be consumed for any International roaming usage.
9. Bonus Data cannot be transferred to any other Cell customer.

Validity/Expiry

1. Bonus Data is valid as per the table below with the validity determine by the value of the qualifying recharge.
2. Bonus Data not used before the expiry time will be forfeited.
3. Any qualifying airtime recharge made while there is Bonus Data still available (i.e. not expired) will lead to the existing Bonus Data balance being added to the new Bonus Data allocation.
 - The expiry time of the new Bonus Data balance will be based on the value of the last qualifying recharge – as per the table below.

Recharge Value	Bonus validity
R0,01 – R14,99	24 hours
R15 – R34,99	2 days
R35 – R99,99	3 days
R100+	5 days

Migrations

1. Only customers who have been selected/invited to be part of the pilot programme will be able to migrate to the UltraBonus+ Tariff Plan.
2. Customers who select to migrate into the UltraBonus+ Tariff Plan will do so using a dedicated USSD string that will be communicated to them in the invitation SMS they will receive.
3. Customers who select to migrate to the UltraBonus+ Tariff Plan and then wish to migrate out can do so via *108# or *147# USSD menus, subject to the below business rules which apply to all migrations:
4. Migration out:
 - a. Customers will lose any Bonus Data rewarded to them on the UltraBonus+ Tariff Plan and will not qualify for Bonus Data on subsequent recharges.
 - b. In the event of migration, any airtime balances (paid for airtime, data bundles, campaign benefits Emergency Airtime and Airtime Share values) will be migrated as well.
 - c. The only benefit forfeited by migration is the available Bonus Data.
5. Migration in:
 - a. Only customers who have been selected/invited to be part of the pilot programme will be able to migrate to the UltraBonus+ Tariff Plan.
 - b. On migration, customers will lose all bonus benefits that may be applicable on their existing tariff plan.
 - c. Customers will thereafter be entitled to receive Bonus Data on qualifying recharges made after they have successfully migrated into the UltraBonus+ Tariff Plan.
6. Migration Fee:
 - a. The first migration in a month is FREE. Any subsequent migrations are charged at R7 per migration.

Exclusions

1. The UltraBonus+ Tariff Plan is not available to:
 - a. New activations on prepaid
 - b. Existing prepaid customers
 - c. Contract/Postpaid and TopUp Customers
 - d. CST lines
 - e. WASPs
 - f. LCR (Least Cost Routing) products.
2. The Bonus Data is only available for local usage only, the following usage types are excluded:
 - a. All international roaming usage
 - The applicable international roaming rates will apply.
 - b. Any premium rated data service
3. The UltraBonus+ Tariff Plan benefits may not be used in conjunction with any other Promotion included in other Cell C products to generate additional benefits. Cell C will regard this act as a fraudulent activity and will suspend the Service immediately pending an investigation.
4. The UltraBonus+ Tariff Plan is available to customers for personal usage whether they are individuals or belong to a corporate or business account held at Cell C on Prepaid. This product is not to be consumed for commercial usage or any form of on-seller usage where the customer uses this product and charges for the Service.
5. Bonus Data value may not be transferred.
6. Bonus Data value may not be rolled over (i.e. the validity cannot be extended using the Cell C Data Rollover service).

General

1. Any valued added services or bundles added to the account will be deducted from the customer's airtime.
2. All Premium rated voice calls, SMSs, MMSs and Internet usage will be charged for at the applicable rate.
3. Customers will be allowed to do a SIM swap by using a Cell C starter pack.
 - The current SIM swap rules for Cell C customers apply.
4. All Prepaid benefits and balances will be transferred to the new SIM when a SIM swap is performed.
5. The UltraBonus+ Tariff Plan and any benefits can only be used for private and personal use and cannot be used for commercial purposes. The customer agrees that the benefits shall not be resold and/or used for purposes of least cost routing, SIM boxes, international bypass, payphones, WASP services or call centres.
 - Failure to adhere to this condition shall be a breach of these product terms and conditions and Cell C shall have the right to immediately suspend the customers and all benefits.
6. Cell C may amend, modify and/or otherwise change these terms and conditions in its sole and absolute discretion on notice to you and the amended version will be displayed in the same media as these terms and conditions.
7. Cell C will notify you before Cell C amends or otherwise changes the terms and conditions. By continuing to participate in the UltraBonus+ Tariff Plan, you agree and understand that you will be bound by the terms and conditions.
8. Cell C and any of its agents, directors, affiliates, members and/or employees shall not be responsible in any way for claims, loss or damages (either direct, indirect, consequential or otherwise), arising from customers' use of the Service.
9. Cell C has the right to withdraw the UltraBonus+ Tariff Plan 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.