

Wi-Fi Calling Terms and Conditions

1. It is important that you understand and agree to these terms and conditions in order for you to participate in the Wi-Fi calling service.
2. All standard Terms and Conditions of Cell C (Pty) Ltd and Cell C Service Provider Company (Pty) Ltd apply to the Wi-Fi calling service and the Wi-Fi calling bundles.
3. All prices and usage rates advertised include VAT, unless otherwise stated.
4. Standard RICA rules and processes apply.

How to access the Wi-Fi calling service

1. The Wi-Fi calling service is only available on Wi-Fi calling enabled devices, and only to customers on Cell C Postpaid, Hybrid and Prepaid packages.
2. Before making use of the Wi-Fi calling service, you are required to be provisioned for the Wi-Fi calling service, as follows:
 - 2.1. You are required to have the applicable Wi-Fi calling software installed on your Wi-Fi calling enabled device;
 - 2.2. You are required to have an active Cell C USIM.
3. In addition, access to a Wi-Fi network is required for the Wi-Fi calling service to work, as well as the required airtime value or inclusive value.
4. You are responsible for ensuring that the applicable Wi-Fi calling “icon” is displayed on your device, prior to attempting to use the Wi-Fi calling services. Cell C shall not be held liable for any charges incurred in the event that a call is made or SMS sent when not connected to a Wi-Fi network/hotspot

Features of the Wi-Fi calling service

1. Wi-Fi calling features are device dependent. Not all features are available on all devices. It is your responsibility to ensure that you are familiar with the particular features on your device for usage of the Wi-Fi calling service.
2. The availability of Wi-Fi calling, as well as the strength of the Wi-Fi network, is not dependant on the Cell C network. Therefore, Cell C is not responsible for, and does not guarantee, the availability or quality of the Wi-Fi calling service.
3. In the event of a weak Wi-Fi network signal, the Wi-Fi calling service may not be available. If a Wi-Fi call is made and the Wi-Fi network is weak or unstable, the call will not automatically change over to a circuit switch network. The Wi-Fi call will be terminated in this instance.
4. While making use of the Wi-Fi calling service, you must be aware that devices using wireless connections may be vulnerable to unauthorized attempts to access any data, personal information and software that may be stored on the device. It is therefore important to ensure the wireless network is secure before attempting to connect to a Wi-Fi network in order to make use of the Wi-Fi calling service. Cell C shall not be held liable for any unauthorised access or loss of data, software and/or personal information in this instance.

5. Only emergency service calls will revert back to the circuit switch network, where signal is available.
6. SMS is a feature of the Wi-Fi calling service. This means that if you are using a Wi-Fi enabled device, and have access to the Wi-Fi calling service, you may send SMS's over the Wi-Fi network, if available.

Costs of the Wi-Fi calling service

1. Wi-Fi calling and SMS's will deplete from your available Cell C tariff plan or your FREE/inclusive airtime value, where applicable. .
1. In order to make use of the Wi-Fi calling service, you are required to have the relevant airtime value available.
2. If no FREE or inclusive airtime value is available at the time that the Wi-Fi calling service is utilised, out of bundle usage will apply.

Wi-Fi Calling Bundles

1. In order to make use of the Wi-Fi calling service, you are required to have the relevant airtime value available. Customers are therefore encouraged to purchase a Wi-Fi calling bundle.
2. Once a Wi-Fi calling bundle is purchased, all Wi-Fi calls made and SMS's sent will automatically deplete from the Wi-Fi calling bundle (during the applicable validity period of the bundle) and not from the available tariff plan. Once the Wi-Fi calling bundle has been depleted or has expired, Wi-Fi calling and SMS's will deplete from your available Cell C tariff plan.
3. Wi-Fi calling bundles are available to Cell C customers on Postpaid, Hybrid and/or Prepaid packages. You may purchase either a once-off Wi-Fi calling bundle or a monthly recurring Wi-Fi calling bundle
4. The Wi-Fi calling bundles are subject to a Fair Usage Policy.
5. Once the Wi-Fi calling bundle is depleted or expired, out of bundle usage will apply if no other FREE or inclusive value is available.
6. Specifics in respect of the Wi-Fi calling bundles is set out below:

Wi-Fi Bundles	Wi-Fi Unlimited
Monthly Subscription	R 199
Validity	30 days
On-Net Minutes Inclusive Minutes (FUP 5000)	Unlimited
Inclusive On-Net SMS (FUP 5000)	Unlimited

Off-Net Minutes Inclusive Minutes (FUP 500)	500
Inclusive Off-Net SMS (FUP 5000)	5000
International Calling	As per current Zones
International Roaming	<ol style="list-style-type: none"> 1. Use your bundles rates or local tariff plan rates for international calling when using Wi-Fi Calling 2. Current Roaming rates apply if standard network plan is used
Out of bundle usage	As per tariff plan rates on main plan

Validity/Expiry of the Wi-Fi calling bundles:

1. The Wi-Fi calling bundles are available for 30 (thirty) days from date of activation.
2. Customers can either purchase a once-off Wi-Fi calling bundle or a monthly recurring Wi-Fi calling bundle.
3. The Wi-Fi calling bundles will be pro-rated depending on time of purchase in a particular month.
4. There will be no carry-over of any unused value. Upon expiry of the Wi-Fi calling bundle, any unused value will be forfeited permanently.

Wi-Fi calling for International Roaming

1. You do not require activation of international roaming on your device in order for you to use the Wi-Fi calling service whilst abroad.
2. In order to make use of the Wi-Fi calling service whilst abroad, you need to be in a secured Wi-Fi network/hotspot.
3. In order to make use of the Wi-Fi calling service, you are required to have the relevant airtime value available. Customers are therefore encouraged to purchase a Wi-Fi calling bundle or prepaid airtime.
4. All Wi-Fi calls made and SMS's sent will automatically deplete from your applicable Wi-Fi calling bundle or your available Cell C tariff plan.
5. You are responsible for ensuring that you are connected to a secured Wi-Fi network whilst making use of the Wi-Fi calling services. Should you not be connected to a secure Wi-Fi network, standard international roaming charges will apply.
6. You are responsible for ensuring that the applicable Wi-Fi calling "icon" is displayed on your device, prior to attempting to use the Wi-Fi calling services whilst abroad. Cell C shall not be held liable for any charges incurred in the event that a call is made or SMS sent when not connected to a Wi-Fi network/hotspot.

Exclusions to the Wi-Fi calling service

1. International roaming, by default, will not be enabled. You will be required to contact Cell C and enable international roaming prior to travelling abroad.
2. MMS is not a feature of the Wi-Fi calling service and you will therefore not be able to send MMSs over the Wi-Fi network whilst using the Wi-Fi calling service.
3. Wi-Fi calling is a Voice and SMS's only service. When connected to a Wi-Fi network the customers data will not deplete from the customers main tariff plan, instead deplete from the Wi-Fi network.

General

1. Any valued added services added to the account will be deducted from the customer's available airtime value.
2. All Premium rated or special number calls and MMSs will be charged to the customer as out of bundle usage according to the applicable tariff plan.
3. Data and/or airtime value is required on the Wi-Fi network to make a Wi-Fi call.
4. All standard terms and conditions in respect of a customer's main tariff plan will apply .
5. You must be aware that the Wi-Fi calling service may not be supported by all Wi-Fi networks/hotspots. Cell C shall not be held liable in this instance.
6. All Wi-Fi calls made, whether in South Africa or abroad, will terminate after 60 (sixty) minutes. You will need to re-establish a secure Wi-Fi connection before resuming with your Wi-Fi call. Cell C reserves the right to suspend the Wi-Fi calling service and its benefits 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 the Wi-Fi calling service.
7. Cell C may amend, modify 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. By continuing to participate in, and make use of, the Wi-Fi calling service you agree and understand that you will be bound by the amended terms and conditions.
8. It is important that you understand that all customers that make use of the Wi-Fi calling service indemnify Cell C, its directors, affiliates, members, partners, employees, agents, consultants, suppliers, contractors and sponsors against any loss or damages, either direct, indirect, consequential or otherwise, arising from their use of the Wi-Fi calling service.
9. Cell C has the right to withdraw the Wi-Fi calling service 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.