

## TERMS AND CONDITIONS: CELL C Change Your World CAMPAIGN

**IMPORTANT NOTICE: In terms of Section 49 of the Consumer Protection Act 86 of 2009, your attention is specifically drawn to all clauses which are underlined and printed in bold which, amongst others:**

- (a) contain a limitation of risk or liability of Cell C Limited and/or its group of companies;**
- (b) constitute an assumption of risk or liability by you;**
- (c) constitute an indemnification of the Cell C Limited and/or its group of companies, or**
- (d) is an acknowledgement of fact by you.**

### 1. INTRODUCTION

- a. The Cell C Change Your World Campaign enables customers to be rewarded with spins when the customer recharges, buys data bundles (including AIO and All-4-Me bundles), activates a new line or pays monthly subscription. Customers can then use their earned spins to play the Change Your World Spin and Win game and stand a chance to win exciting prizes as more fully set out in paragraph 8(h) below.

### 2. DURATION

- a. The Change Your World Campaign will run from 1 February 2021 to 15 May 2021 (the "**Campaign Period**").
- b. Cell C Limited ("**Cell C**") may, in its sole discretion elect to discontinue the Change Your World Campaign at any time during the Campaign Period.

### 3. ELIGIBILITY (Who can enter?)

- a. This Spin & Win GIG-A-MILLIONS Campaign is open to:
  - i. all Cell C Retail customers including Prepaid, Postpaid and TopUp/Hybrid.
- b. Excluded from the Spin & Win GIG-A-MILLIONS Campaign are:
  - i. Migrations between post-paid packages that do not include an upgrade/renewal;
  - ii. Entry of multiple SIM contracts. Only the Master SIM is eligible;
  - iii. Corporate, Government, Business or Cell C Staff contracts taken out on behalf of a person and listed and paid in the name of a company or department of the contracting entity; and
  - iv. all Cell C Business SME and Corporate customers.

### 4. HOW TO QUALIFY

- a. To participate in the Change Your World Campaign, you must complete any of the qualifying actions below during the Change Your World Campaign Period:
  - i. Recharge with Cell C Airtime and/or Bundles (on an existing or new line);
  - ii. Buy a qualifying Cell C bundle (through airtime payment or add to bill);
  - iii. Subscribe to qualifying content (digital) services on the Change Your World Campaign platform (USSD \*127# / [www.cellcwin.co.za](http://www.cellcwin.co.za));
  - iv. Sign up for a new Cell C contract:
    - Excluding lines taken out in the name of a Corporate/Government account;
  - v. Upgrade/Renew an existing Cell C contract:
    - Excluding lines taken out in the name of a Corporate/Government account

**5. QUALIFYING BUNDLES**

- a. The bundles listed below will qualify for earning the customer Spins for the Change Your World Campaign:
  - i. Data bundles (daily bundle / weekly bundle / monthly bundle / 90-day bundles / 180 day bundles / 365 day bundles)
  - ii. All-in-One bundles
  - iii. WhatsApp bundles
  - iv. Socializa bundles
  - v. All-4-ME bundles
- b. Bundles can be bought from any of the channels below:
  - i. Cell C App
  - ii. Cell C USSD
  - iii. Cell C Portal
  - iv. Cell C Stores
  - v. Cell C Customer Care
  - vi. Retail airtime distribution partners
  - vii. Banking channel partners

**6. QUALIFYING AIRTIME RECHARGES**

- a. Airtime rand value recharges made through any channel will qualify the customers to earn Spins for the Change Your World Campaign.
- b. Voucher or pinless recharge and emergency airtime (Prepaid & Hybrid) will qualify the customer to earn spins for the Change Your World Campaign.

**7. SPIN ALLOCATION**

- a. Airtime and or Bundle recharges and Bundle purchases (through airtime payment or add to bill) will earn Spins - for the Change Your World Campaign - based on the value of the recharge / bundle purchases as per the table below.
- b. Customers who sign up for a new contract or renew their contract will earn once-off Spins post the renewal or new line activation taking effect. The number of Spins allocated is determined by the monthly subscription fee of the contract.
- c. Customers who subscribe to qualifying content services will earn two (2) spins per day that the subscription is successfully billed for. Should the subscription billing fail, the customer will not receive Spins on that day.
- d. The more qualifying actions completed by the customer the more Spins they will earn for the Change Your World Campaign.
- e. Allocation of spins based on rand value as per below table:

<b>Purchase greater and equals to</b>	<b>Less than</b>	<b>Plays</b>
R2.50	R5.00	1
R5.00	R10.00	2
R10.00	R15.00	3
R15.00	R25.00	4
R25.00	R50.00	5
R50.00	R100.00	6
R100.00	R200.00	7
R200.00	R500.00	8
R500.00		9

**8. Change Your World Campaign Spin and Win**

- a. Spins earned can be used to Spin the Wheel and win on Cell C USSD, App and mobi.
- b. Customers can also Spin and play the game using USSD \*127# or at <http://cellcwin.co.za>

- c. Spins are only valid until 23:59:59 on the day that they have been allocated to the customer.
- d. Any Spins not used prior to 23:59:59 will be forfeited.
- e. Only the person (i.e. cellphone number) that made the qualifying purchase can play in the Spin & Win game. The entries are not transferrable to any other customer.
- f. You can play Change Your World Campaign Spin & Win as many times as you earn Spins over the Campaign Period.
- g. To stand a chance of winning a prize, a customer must first earn Spins (through the actions described above in paragraph 5(a)) AND the customer must play the Spin & Win game. There is no automatic prizes allocated.
- h. When playing Spin and Win the following are the possible outcomes:
  - i. Win a free bundle (as contemplated in clause 10 below)
  - ii. Win a discounted bundle (as contemplated in clause 11 below)
  - iii. Not a winner.

#### **9. ALLOCATION OF PRIZES**

- a. To stand a chance of winning a prize a customer must first earn Spins AND the customer must play the Change Your World Spin & Win game.
- b. Not all Spins will result in a customer winning a prize.
- c. The prize allocation is random.
- d. Cell C reserves the right to select an alternative winner in the event that it reasonably believes, in its sole discretion, that the winner:
  - i. is not eligible to win in terms of these Terms and Conditions;
  - ii. has contravened any of these Terms and Conditions;
  - iii. acted fraudulently with regards to this Change the World Campaign;
  - iv. acted in a manner that is not in the spirit of this Change the World Campaign;
  - v. acted in a manner which can be reasonably interpreted as scamming or circumventing the rules of this Change the World Campaign; and/or
  - vi. failed to provide Cell C or its authorized agent with the required information to hand over the prize within the specified timeframes.

#### **10. FREE BUNDLES**

- a. These are free data, social data (Facebook or WhatsApp), All-in-One and voice minute bundles.
- b. The validity of the free bundles varies from short validity (i.e. valid for minutes) to monthly validity.
- c. When a customer wins a free bundle it will be automatically loaded onto the customer's account (i.e. the number of the SIM used to play Change Your World Campaign Spin & Win).
- d. These bundles cannot be converted to cash or cancelled.
- e. The inclusive value cannot be transferred to other Cell C customers.
- f. The validity period of the inclusive value cannot be extended – any unused value at the time of expiry will be forfeited.

#### **11. DISCOUNTED BUNDLES**

- a. Discounted bundle offers are valid for the customer to buy for a period of 24 hours from when the discounted bundles are awarded.
- b. The Discounted offer is only applicable to the SIM that was used to play Spin & Win and cannot be transferred to other Cell C customers.
- c. Discounted bundles can be bought from airtime or added to bill (for postpaid customers).
- d. The inclusive value offered on the discounted bundle will be loaded automatically and in full on successful purchases (i.e. once payment is made).

- e. The validity of the discounted bundles varies from short term validity (i.e. valid for minutes) to monthly validity.
- f. Once purchased, the bundles cannot be converted to cash or cancelled.
- g. There are no refunds on discounted bundles purchased.
- h. The inclusive value cannot be transferred to other Cell C customers.
- i. The validity period of the inclusive value cannot be extended – any unused value at the time of expiry will be forfeited.
- j. Customers can see the discounted bundle offers they have won in the Prize Wallet.
  - i. Discount bundle offers which have expired (i.e. older than 24 hours) are still displayed BUT cannot be purchased as they are no longer valid.
- k. All discount bundle prizes will be removed from the Prize wallet 30 days after the prize was won.

## 12. GENERAL

- a. Failure by Cell C to enforce any of its rights at any stage does not constitute a waiver of those rights.
- b. Save as permitted by law, Cell C reserves the right to cancel, suspend or terminate any prize, without notice at any time, and such cancellation, suspension or termination shall be deemed to have taken effect from the date of publication on Cell C's website at <https://www.cellc.co.za/cellc/terms-conditions>. **No liability shall lie against Cell C in favour of any customer, winner(s) and/or third party arising from such cancellation, suspension or termination. Accordingly, you waive any rights which you may have against Cell C and hereby acknowledge that you will have no right of recourse or claim of any nature whatsoever against Cell C.**
- c. **You hereby agree to indemnify Cell C and its directors, affiliates, members, partners, employees, agents, consultants, suppliers, contractors against any loss or damages, either direct, indirect, consequential or otherwise, arising from your participation in this this Change the World Campaign.**
- d. **Cell C accepts no liability or responsibility, whether occasioned by any circumstance not foreseeable and not within its reasonable control for late or delayed delivery of any prizes, but not limited to, stock unavailability, strike, lock out, destruction of offer on route to winner by any means, any civil commotion or disorder, riot, threat of war, any action taken by governmental authority or public authority of any kind, fire, explosion, storm, flood, earth quake or other acts of God.**
- e. If any part of or all of the clause of these Terms and Conditions is illegal, invalid or unenforceable:
  - i. It will be severed from these Terms and Conditions and the remaining provisions of these Terms and Conditions will continue to have full force and effect; or
  - ii. It will be read down to the extent necessary to ensure that it is not illegal, invalid or unenforceable.
- f. **Cell C excludes all warranties (express or implied) and representations regarding this Change Your World Campaign (other than liability that cannot be excluded by operation of law) and shall in no way be liable for any direct, special, indirect, or consequential damages or costs, howsoever arising, suffered by you as a direct or indirect result of or in connection with participating in the Change the World Campaign or utilising any prize awarded pursuant to the Change the World Campaign.**
- g. Cell C will not collect any personal information from you for this Change the World Campaign. Any personal information exchanged using third party applications will not be monitored or controlled by Cell C. **You understand and agree that you will be responsible to ensure that you are aware of the terms and conditions applicable to usage of third party applications and you hold Cell C harmless against any claim for**

**loss or damages which you may have that may result from using third party applications.**

- h. Data charges may be incurred for redeeming any prize or using the online voucher redemption platform. Network rates apply.
- i. Cell C may in its sole discretion amend these Terms and Conditions at any time, without prior notice, and such amendments shall be deemed to have taken effect from the date of publication of the revised Terms and Conditions on its website [www.CellC.co.za/TermsandConditions](http://www.CellC.co.za/TermsandConditions).
- j. All enquiries in connection with this Change the World Campaign should be directed to our Customer Care line on 084135.