

## Emergency Recharge Voice Bundles Terms and Conditions

1. It is important that you understand and agree to these terms and conditions before you use Cell C's Emergency Recharge Voice Bundle Service (the "Service"). IN THE EVENT THAT YOU DO NOT UNDERSTAND ANY OF THE TERMS AND CONDITIONS, PLEASE GET IN TOUCH WITH CELL C AND CELL C WILL EXPLAIN THEM TO YOU. IF YOU DO NOT UNDERSTAND OR AGREE TO THESE TERMS AND CONDITIONS, PLEASE DO NOT CONTINUE PARTICIPATING IN THIS OFFER. YOUR CONTINUED PARTICIPATION IN THE OFFER WILL CONSTITUTE YOUR AGREEMENT TO BE BOUND BY AND COMPLY WITH THESE AND OTHER APPLICABLE TERMS AND CONDITIONS.
2. All standard Terms and Conditions of Cell C Limited and Cell C Service Provider apply to the Service, which can be accessed at <https://www.cellc.co.za/cellc/terms-conditions>
3. All prices and usage rates advertised include VAT, unless otherwise stated.
4. Cell C customers who use the emergency recharge service can get an airtime advance, Data, or WhatsApp bundles when their balance is low. When a customer runs out of airtime and lacks the money to reload, this service makes sure they stay connected.
5. Cell C customers can now get emergency recharge any-net voice bundles by dialing **\*147#** or via the **Cell C App / portal and select Voice**.
6. Cell C Customers can use the emergency recharge option to purchase new voice bundles on credit and repay the money when they reload their airtime later.
7. The new Emergency Recharge Voice Bundles will be available on a once-off basis only.
8. A **R1.10** (one rand and ten cents) service fee will be charged to customers **for each Emergency Recharge Voice Bundle**.
9. When the consumer makes their next recharge, **the R1.10 service fee plus the price of the Emergency Recharge Voice Bundle** will be deducted.
10. Multiple Emergency Recharge Voice Bundles may be purchased. Each bundle purchased will have its **R1.10** (one rand and ten cents) service fee. Multiple purchases will not extend the same expiry date.
11. Voice minutes will deplete based on earliest expiry date i.e. bundle or inclusive value with the earliest expiry date will deplete first.
12. All special numbers will be charged from the any-net minutes.
13. 086/087 calls will be charged from the any-net minutes.
14. Unused Emergency Recharge Voice Bundles value will expire after the validity. There shall be no carry-over of the unused value.
15. After depletion of the voice bundle, all additional usage will be charged at the applicable out of bundle main tariff rates.
16. The new Emergency Recharge Voice Bundles will not be available to any Postpaid Tariff plans.
17. The new emergency recharge voice Bundles will be available for purchasing via the following channels:
  - a. Cell C USSD
  - b. Cell C App
  - c. Cell C Portal
18. The following self-service channels should allow customers to check the balances for the bundles:
  - a. Cell C USSD
  - b. Cell C App
  - c. Cell C Website
  - d. Cell C Stores
  - e. IVR
19. The new Emergency Recharge Voice Bundles can be added to Prepaid and TopUp Tariff Plans that are active on emergency recharge services.
20. Cell C has the right to withdraw the offering of this service or amend the service fee at its sole discretion and will notify customers if it chooses to do so. Customers will not have a claim against Cell C and/or Airvantage in this event.
21. Cell C may amend, modify or otherwise change these terms and conditions in their sole and absolute discretion on notice to you and the amended version will be displayed in the same media as these terms and conditions. Cell C will notify you when Cell C amends or otherwise

changes the terms and conditions. By continuing to participate in and/or use the Service, you agree and understand that you will be bound by the amended terms and conditions.

## Exclusions

22. The new Emergency Recharge Voice Bundles are not transferable and cannot be converted to Rand value.
23. Cell C customers on non-qualifying plans cannot purchase new voice bundles i.e. Postpaid Tariff plans. Those customers must migrate to one of Cell C's Prepaid or TopUp plans to purchase the new Emergency Recharge Voice Bundles.
24. International roaming usage is not allowed for the inclusive minutes.
25. MVNO customers are excluded.
26. CST lines are excluded.

## Usage

27. Any-net usage will be allowed from the new Emergency Recharge Voice Bundles.
28. Per minute billing will apply for voice calls.
29. Voice usage will deplete from an active bundle while there is a positive balance, and the bundle is active (i.e. has not expired).
30. Once the new voice bundles have depleted or expired additional usage will be depleted from any other voice minutes available.
31. Where no other voice minutes are available, the voice usage will be depleted from available airtime (TopUp and Prepaid Main product rates apply).
32. Where no other Cell C voice minutes are available, and the usage is billed as out of bundle usage (from available airtime) this usage will be charged at the applicable price plans voice out-of-bundle rates.
33. If a customer migrates from a qualifying plan to another qualifying plan, the remaining voice bundle minutes will be carried over.
34. If a customer migrates from a qualifying plan to another non-qualifying plan, the remaining voice bundle minutes will be forfeited