



## Supa Bonus Prepaid Plan Terms and Conditions

1. It is important that you read these terms and conditions carefully and understand them as participation in this offering will constitute your agreement to be bound by and comply with these terms and conditions for the Supa Bonus Starter Pack Prepaid Plan (the "Service" or the "Tariff Plan"). If you do not agree to these terms and conditions, please do not continue participating in this offering.
2. Collectively, Cell C Limited, and Cell C Service Provider Company Proprietary Limited shall be referred to as "Cell C" in these terms and conditions.
3. All standard terms and conditions of Cell C apply. These can be found at <http://www.cellc.co.za/terms-and-conditions>.
4. Important terms and conditions which may limit Cell C's responsibility or involve some risk for you may be in bold including provisions which may limit Cell C's risk and/or liability, create risk or liability to you, compel you to indemnify Cell C and/or serve as an acknowledgement by you of a fact. You must pay special attention to and carefully note these terms and conditions.
5. All prices and usage rates advertised in these terms and conditions include VAT (at the prevailing rate, being, as at the date of these terms and conditions, 15%), unless otherwise stated.

### Activation / Tariff Plan

6. 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:
  - 6.1. A South African Identity Book or Card or Valid Passport; and
  - 6.2. Proof of address as may be acceptable in accordance with the applicable laws.
7. New Cell C prepaid customers will by default, be activated on the **new Supa Bonus Prepaid Tariff Plan**.



8. Mobile Number Porting for prepaid customers is allowed, and port-in customers using a starter pack will by default be activated on the new Prepaid Tariff Plan.

9. Voice calls on the new Prepaid Tariff Plan will be billed on a **per second basis**.

10. The rates indicated in the table below are fixed and apply at any time of the day.

#### Tariff Plan Rates

Data	R0.40 (per MB)
Voice calls (to any local network at any time)	<b>R1.55</b> (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&Cs are applicable

11. The data and voice depletion rates will be charged at the same rate for Bonus Airtime and Evergreen Airtime counters.

#### Recharge Bonus Promotion

1. Cell C Customers on the new Prepaid Tariff Plan will automatically receive **FREE Bonus airtime** on every recharge they make ("Bonus Airtime").



2. Customers will receive the face value of the recharge they make as well as the Bonus Airtime (triple your recharge).
3. The **Bonus Airtime will total 2x (200%)** of the actual amount recharged by the customer.
4. Variable recharges will also receive **Bonus Airtime**, for example recharge with **R50** and **get:**
  - a. **R25** Airtime PLUS
  - b. **R75** Anytime Bonus Airtime.
5. The Bonus Airtime may be used by customers for data, on-net, any-network and SMS usage at any time of the day.
6. The Bonus Airtime will come with the highest depletion priority (earliest expiry date(mid-night))
7. The Bonus Airtime will deplete at the following rates (Same as the Out-of-Bundle Rate):

#### **Tariff Plan Rates**

Data	R2.00 (per MB)
Voice calls (to any local network at any time)	R2.50 (per minute – billed per second)
SMS (to any local network at any time)	R0.50
MMS	R0.50

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 Airtime reward. Only airtime recharges qualify for the Bonus Airtime reward.

9. The Bonus Airtime value cannot be consumed for any:
  - a. Premium rated usage
  - b. Bundle purchases (VAS / Data / SMS / Voice or other Cell C bundles)
  - c. Content purchases
  - d. International calls/SMS
  - e. International roaming usage

10. Bonus Airtime cannot be transferred to any other Cell customer.

#### Validity / Expiry

1. Bonus Airtime is valid till mid-night on the same day of recharge.
2. Bonus Airtime not used before the expiry time will be forfeited.
3. Any recharge made while there is Bonus Airtime still available (i.e. not expired) will lead to the existing Bonus Airtime balance being added to the new Bonus Airtime allocation.
4. The expiry time of the new Bonus Airtime balance (as per above) will come with a mid-night expiry on the same day of recharge.

#### Migrations

1. Cell C prepaid customers wanting to migrate either in or out of the new Prepaid Tariff Plan can do so via \*108# or \*147# USSD menus, subject to the below business rules which apply to all migrations:
2. Migration out:
  - a. Customers will be allowed to migrate to other prepaid tariff plans (as per defined business rules).
  - b. Customers will however lose any Bonus Airtime rewarded to them on the new Prepaid Tariff Plan and will not qualify for Bonus Airtime on subsequent recharges.
  - c. 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.
  - d. The only benefit forfeited by migration is the available Bonus Airtime.



### 3. Migration in.

- a. Existing Cell C customers are able to migrate to the new Prepaid Tariff Plan
- b. Current migration rules apply.
- c. On migration, customers will lose all bonus benefits that may be applicable on their existing prepaid tariff plan.
- d. Customers will thereafter be entitled to Bonus Airtime on qualifying recharges.

### Exclusions

1. The new Prepaid Tariff Plan is not available to:
  - a. Contract/Postpaid and TopUp Customers
  - b. CST lines
  - c. WASPs
  - d. LCR (Least Cost Routing) products.
2. The Bonus Airtime value is only available for local usage only, the following usage types are excluded:
  - a. All international usage (i.e. voice calls, SMS or MMS)
  - b. The applicable international rates will apply.
  - c. International roaming usage (i.e. voice calls, SMS, MMS or data usage)
  - d. The applicable International roaming rates will apply.
3. The below usage types will be billed for at the applicable rates and will be depleted from the Customers airtime account.
  - a. All premium rated services (voice / SMS / MMS / data)
  - b. Content services
  - c. WASP services
  - d. VAS and other bundle purchases
4. The new Prepaid 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.



5. The new Prepaid 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.
6. Bonus Airtime value may not be transferred.

#### General

1. Any value-added services or bundles added to the account will be dedicated 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. You may access these at <https://www.cellc.co.za/terms-and-conditions>.
4. All Prepaid benefits and balances will be transferred to the new SIM when a SIM swap is performed.
5. The Tariff Plan and any benefits can only be used for private and personal use and cannot be used for commercial purposes or any form of on-seller usage where the customer uses this product and charges for the Service. 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 and/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 customer and all benefits.
6. Cell C may amend, modify and/or otherwise change these terms and conditions in its sole and absolute discretion from time to time and the amended version will be posted at <https://www.cellc.co.za/terms-and-conditions> or may be displayed in any other media as may be communicated to you.
7. Cell C will notify you before it amends or otherwise changes the terms and conditions. By continuing to use the Tariff Plan, you agree and understand that you will be bound by these terms and conditions as amended from time to time. Please note however that it is your responsibility to review these terms and conditions regularly. Any changes to the terms and conditions are effective from the date that they are published on the abovementioned website or elsewhere in any media.
8. Cell C and any of its agents, directors, affiliates, members, or employees (each an "Indemnified Person") shall not be responsible in any way for claims, loss, or damages



(either direct, indirect, consequential, or otherwise), arising from customers' use of the product. Additionally, no Indemnified Person shall be liable to you or any third party, in any manner whatsoever, and you indemnify each Indemnified Person accordingly, for –

8.1. any damage, loss liability, costs, or expense whether direct, indirect or of a consequential nature that resulted from a breach of these terms and conditions by you or arising out of or in connection with the failure or delay in the performance of the Tariff Plan or your use of the Tariff Plan, other than in respect of losses caused by the gross negligence or intentional misconduct of an Indemnified Person; and

8.2. any breach of these terms and conditions or failure to perform any obligations as a result of technical problems relating to the Cell C network, termination of any license to operate or use the Cell C network, act of God, government control, restrictions or prohibitions or other government act or omission, whether local or national, act of default of any supplier or service provider, agent or sub-contractor, industrial disputes, or any other cause beyond Cell C's reasonable control.

9. Cell C has the right to withdraw the Tariff Plan, the accompanying promotion, suspend and/or discontinue the Services 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