

YOUR DATA GUIDE

CELL ©™



THE POWER IS IN YOUR HANDS

THIS USER GUIDE WILL GIVE YOU DETAILED INFORMATION ABOUT CELL C'S BROADBAND DATA PRODUCTS AND HOW TO MAKE THE MOST OF THESE

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1.



RICA

You must RICA your SIM number in terms of the Regulation of Interception of Communications and Provision of Communication-Related Information Act (RICA).

Register your details at any Cell C store or participating outlet. You must bring the following documentation with you in order to have your SIM card registered:

- green bar-coded ID book or passport
- proof of physical address (such as a lights and water account or retail account which is not older than three (3) months)

RICA for contract customers is automatic on signing of your contract.

2. MOBILE BROADBAND

Mobile Broadband from Cell C is powered by the latest generation cellular broadband technology (GPRS/EDGE/3G/HSPA+900/2100).

Your SIM has already been activated for Cell C broadband.

3. INTERNATIONAL ROAMING

As a contract customer, you can stay connected and use your Cell C data service while travelling outside of South Africa. Before you travel, you need to check whether Cell C has a roaming partner in the country of your destination as well as the roaming costs in that country. Next, you will need to call your Service Provider at least a week before your travel and request permission to roam. In some cases you may be asked to pay a deposit in order to be able to use your service abroad. Visit www.cellc.co.za or www.cellc.mobi for an updated list of countries in which you can roam. We will notify you if you have to pay a deposit and how much the deposit will be.

PLEASE NOTE (Cell C broadband and International Roaming):

Your included data bundle **DOES NOT** apply to international roaming usage.

Please note that while roaming on foreign networks, you will be charged at the applicable data tariff imposed by the network on which you are roaming. You need to be aware that data charges, when roaming internationally, can be very different per country and local operator. International data usage can therefore lead to substantial charges being added to your account should you use large amounts of data.

You should check the roaming tariffs before you leave South Africa. While using your Data SIM abroad for general surfing and text based e-mail usage will lead to moderate charges being levied, heavy data usage (including but not limited to Audio and Video streaming or file sharing and downloading etc.) will lead to substantially higher charges.

To avoid excessive charges, please consider the content and size of the attachments that you wish to download. Should you require further information, please call Customer Care on 140 from your Cell C cellphone number or 084140 from any other phone.

4. COVERAGE

For the latest details of our coverage please consult our interactive coverage map which you can access on the Cell C Connector by opening the 'Networks' drop down menu or by visiting www.cellc.co.za.

5. INSTALLING YOUR USB SPEED STICK

Follow these simple steps to install your USB Speed Stick and you'll be on your way:

- RICA your SIM card. You will not be able to use your SIM card unless you have registered your SIM card
- Insert your SIM card into your USB Speed Stick or other broadband device. Please refer to the Quick Start Guide that came with your USB Speed Stick
- Insert your USB Speed Stick into your computer
- Install the Cell C Connector
- Restart your computer

6. MAKING YOUR FIRST INTERNET CONNECTION

- All Cell C settings have already been configured on your computer
- Press the 'Connect' button in the Cell C Connector
- Open your preferred Web Browser
- **Don't forget to disconnect to avoid unwanted usage**
- To disconnect simply press the 'Disconnect' button in the Cell C Connector

7. HOW DO I CHECK MY ACCOUNT BALANCE?

- In the Connector go to the 'Account Tab'
- Press 'Check' to check your account balance
- Your balance will be displayed (Airtime/SMS/Data Balances) in the response window

8. USAGE STATISTICS

The statistics information includes the connection duration, upload and download rates, and uploaded and downloaded traffic of the current connection.

- This information can be found on the 'Usage' tab on the Cell C Connector menu
- **Please note that the statistics are only an approximation of actual usage**

9. SENDING AND RECEIVING SMS

- Select the 'Message' icon on the Cell C Connector menu
- Select the 'New Message' icon, then enter the cellphone number of the person to whom you're sending the message
- Type in your message
- Press 'Send'
- A red Message icon indicates that you have new message/s
- Click onto the 'Message' icon to open your new messages

10. RECHARGE YOUR ACCOUNT

- You can purchase your account on the Cell C connector Interface
- You can purchase a recharge voucher from any Cell C outlet countrywide, internet, telephone banking or at your nearest ATM
- On the Account Tab, enter the Voucher Pin found on the back of the recharge voucher, then press 'Recharge' your account
- You will then receive confirmation of the successful recharge and the credit available. **Confirmation will be displayed in the Response window on the Account Tab**

NB: If you don't know your cellphone number simply, press the 'Check' customer information on the Account Tab. Please Note: The Recharge function in the Account Tab is only for prepaid and top-up customers.

11. WHAT IF I RECHARGE WHILE I STILL HAVE AIRTIME VALUE?

If you recharge while you still have airtime value, the value of your new recharge voucher will be added to the balance left in your Cell C account. Remember all airtime has a reasonable validity period.

12. BUYING DATA BUNDLES

- Data bundles can be purchased on the USB Speed Stick interface. **These can be purchased on the Account Tab by simply entering the Rand value amount you would like to buy for**
- You can only purchase data bundles when you have sufficient airtime
- To view data bundles tariffs simply go to 'Click here to view the data bundles'. All this can be done on the account tab

Please Note: Data bundles can be purchased by prepaid and top-up customers.

13. USING YOUR DATA SIM IN A CELL PHONE

Your SIM card also allows you to make voice calls when used in a cellphone. **Please note that all calls made from this SIM card will be charged according to the 'all-day' price plan.**

14. YOUR SERVICE PROVIDER

Your Service Provider is the company which is responsible for marketing Cell C services, billing, setting credit limits and offering every necessary support. If you ever experience difficulties, your Service Provider is your first point of contact:

Cell C Service Provider:

- **140** (free from your Cell C cellphone)
- **084 140** (from another phone)

Altech Autopage Cellular: **0860 232 424**

Nashua Mobile: **0861 412 412** (from any other phone)

15. IMPORTANT NUMBERS TO REMEMBER

Emergency	112
Mailbox	144
Cell C service menu	141
Directory enquiries	146
Cell C call centre:	140 or 084 140 (from another phone)
Cell C Quick Info Line:	147 or dial *147#

NB: All the above numbers (**except for 084140**) must be dialed from a Cell C cellphone

16. SAFETY INSTRUCTIONS

Please remember the following points of safety:

- Keep your PIN and PUK in a safe place
- Don't reveal your PIN number to anyone
- Don't remove your SIM card from your USB Speed Stick
- Don't allow your SIM card to become wet or exposed to weather or harmful substances
- Keep your IMEI number in a safe place (International Mobile Equipment Identity is the USB Speed Stick identification number)

17. SIM SWOP

In the event that your SIM card is lost or stolen, simply purchase a new starter pack, contact our call centre and activate the new pack on your existing cellular number.

Follow these easy steps:

1. Purchase a new starter pack from any participating outlet
2. Dial **084 140** from a landline or a cellphone
3. Have the following ready when you call:
 - Your ID number
 - Last recharge information
 - New SIM card serial number
4. **After speaking to an agent wait 24 hours before inserting your new SIM card into your USB Speed Stick**

18. WHAT TO DO IF YOU LOSE YOUR USB SPEED STICK AND SIM OR BECOME A VICTIM OF THEFT

- Call **084140** and ask the agent to temporarily deactivate your SIM card
- Note that you can get your existing cellular number with a SIM swop
- If you would like to blacklist your USB Speed Stick:
 - Report theft or loss of the USB Speed Stick to the South African Police
 - Get a case number from the South African Police
 - Contact the call centre and ask for a blacklisting form
 - Complete the blacklisting form and fax this back to **08414329**

19. TROUBLESHOOTING GUIDE

You can call our call centre if you are having trouble installing or using your USB Speed Stick.

Or you can try the following:

- Software from other networks/devices may be incompatible with your Cell C USB Speed Stick. Uninstall all other Speed Stick/dongle software, then restart your computer and re-install the Cell C software
- Check that any anti-virus, security or firewall software installed on your computer isn't blocking the installation of the Speed Stick
- Check with your network administrator that you have the necessary permissions to install new software. This will only apply if your computer is normally connected to a LAN such as work or university
- Make sure that you have the latest Windows or Mac operating system updates installed on your computer
- If you receive the following error message, 'The device has been disconnected or is unavailable', plug your USB Speed Stick into a different USB port. Unexpected results can occur if your USB Speed Stick is not getting enough power from the USB port it is plugged into
- If your USB Speed Stick is not recognised by your computer, please try a different USB port. If this is not successful then please have your computer checked by an authorised service agent

20. OUT OF BOX FAILURE (OBF) RULES

In the event of your USB Speed Stick failing to operate properly according to manufacturer specifications, Cell C will replace the unit providing the following criteria is met:

- The failure is reported within 7 days of purchase to your original point of purchase
- A copy of the proof of purchase is attached
- There are no visible signs of liquid or physical damage
- The complete unit is in its original packaging including all accessories, manuals, brochures, CD's, plus the IMEI number on the package must match the USB Speed Stick IMEI