

Terms and Conditions – eSIM

1. Please carefully read and understand the below terms and conditions. In the event that you do not understand these terms and conditions, please get in touch with us and we will explain them to you.
2. All standard terms and conditions of Cell C Limited and Cell C Service Provider Company Proprietary Limited (together “**Cell C**”) will apply to the provision of eSims. You can find these standard terms and conditions at <https://www.cellc.co.za/cellc/terms-conditions>.
3. Standard RICA rules and processes apply will also apply to the provision of eSIMs. These can be found at <https://www.cellc.co.za/cellc/static-content/PDF/RICA.pdf>.
4. A once-off eSIM and Connection Fee of R199 will be charged for new activations.
5. An activation eSIM QR Code Voucher (“**activation QR code**”) will be allocated to you. The activation QR code is used for the activation of your eSIM profile and must be kept confidential.
6. It is your responsibility to ensure that you do not share the activation QR code with others, in any manner or form, especially before activating it on your device. Cell C is neither responsible nor liable for any such warranted or unwarranted disclosure on your part.
7. Internet connection is required in order to activate the eSIM on your eSIM enabled device.
8. The activation QR code can only be used on a single device. The activation QR code can be re-used on another eSIM enabled device, provided you de-activate your profile from the former device.
9. The activation QR code cannot be re-used by the same user or any other user again on the same device or on any other device unless you de-activate the eSIM profile from the current device.
10. If you de-activate your eSIM profile from your device and wish to re-activate it, you will need to use an existing activation QR code. If you do not have your activation QR code, you will need to obtain a new activation QR code from Cell C in order to re-activate your profile.
11. If you wish to do a SIM SWAP, you must obtain a new activation QR Code in order to activate your eSIM profile. This process only applies if you lose or damage your activation QR code.
12. To switch to a new device you will need your activation QR code. You can still switch to another eSIM device with the current activation QR code, provided you have de-activated your eSIM profile from your existing device.
13. **If you lose your eSIM enabled device or the eSIM enabled device is stolen and the eSIM profile is loaded on it, you will need to contact Cell C to deactivate your eSIM profile in order to prevent unauthorized use of your profile on the phone.**
14. In the case of a lost or stolen device you will only be able to reactivate your eSIM service on your new device after obtaining a new activation QR code from Cell C.
15. Please note that if you fail to comply with these terms and conditions and/or the processes applicable, Cell C reserves the right to refuse to offer this service or any other services to you.