

TERMS AND CONDITIONS – HOME CONNECTA FLEXI BUNDLES PROMOTION

Last Updated: August 2025

1. All standard terms and conditions of Cell C Limited and Cell C Service Provider Company Proprietary Limited apply, which Terms and Conditions can be found at; <https://www.cellc.co.za/cellc/terms-conditions>.
 2. All prices and usage rates advertised are inclusive of VAT, unless otherwise stated.
 3. Standard RICA rules and processes apply. These shall be found at <https://www.cellc.co.za/cellc/static-content/PDF/RICA.pdf>
 4. It is important that you read, understand and agree to these terms and conditions before you purchase the Home Connecta Flexi plans and/or bundles.
 5. **IN THE EVENT THAT YOU DO NOT UNDERSTAND ANY OF TERMS AND CONDITIONS, PLEASE GET IN TOUCH WITH US AND WE 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 APPLICABLE TERMS AND CONDITIONS.**
 6. The Home Connecta Flexi bundles will be available as a promotion from 27 March 2021 until 28 February 2026.
 7. Home Connecta Flexi bundles are available to new prepaid customers buying a Home Connecta Flexi starter pack or existing prepaid customers migrating to the Home Connecta Flexi tariff plan.
 8. Only customers on the Home Connecta Flexi tariff plan will be able to make use of the Home Connecta Flexi bundles.
 9. Home Connecta Flexi bundles will be available through the following channels as determined by Cell C from time to time:
 - a Cell C USSD menu
 - b Cell C App
 - c Cell C Portal
 - d Cell C branded or Franchise stores
 10. Customers can purchase the Home Connecta Flexi bundles by
 - a Converting airtime to buy bundles or
 - b Using a debit or credit card
 11. Home Connecta Flexi is suited for use on mobile or portable devices.
 12. **It is very important that customers first confirm that they have sufficient network coverage before purchasing a Home Connecta Flexi starter pack, Home Connecta Flexi bundles or when migrating into the Home Connecta Flexi tariff plan. Cell C will not be liable to**
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reimburse you for any bundles that you purchase and that are not supported by coverage in your area.

13. For coverage information customers can:
 - a Visit: <https://www.cellc.co.za/cellc/coverage-map>; or
 - b Call the Call Centre on 084 135; or
 - c Enquire at a Cell C store
14. Only Home Connecta Flexi data and voice bundles will be allowed on the Home Connecta Flexi tariff plan.
15. Where the customer has fully depleted the inclusive value of the bundle purchased, the customer may further purchase top-up bundles.
16. Where applicable, the Nite data is applicable for use from 00:00 to 04:59:59 daily.
17. Home Connecta Flexi bundles will be available to the customer to use for the validity period advertised for each respective bundle, which validity periods can be found listed at <https://www.cellc.co.za/cellc/home-connecta-flexi>.
18. Customers can extend their remaining bundle value carry-over by using the roll-over service. This will allow any remaining bundle value to be carried over at no cost, for a limited period. Should customers choose not to use the roll-over service, the remaining bundle value will be forfeited. Standard Cell C rollover terms and conditions can be found at <https://www.cellc.co.za/cellc/static-content/PDF/Rollover Terms and conditions.pdf>.
19. If the customer wishes to extend the validity of the bundle beyond the limited period granted through the use of the roll-over service, the customer shall be required to purchase further rollover.
20. The billing increment for data usage will be 100KB. This means that customers will be billed at a rate per 100KB block of data usage.
21. Voice calls on the Home Connecta Flexi tariff plan will be billed on a per minute basis.
22. Cell C will offer a reconnect service to an end-user on a per minute tariff plan for valid dropped calls. Cell C customers may call the Call Centre in a case of a valid dropped call and will be reimbursed accordingly.
23. Data transfer will not be allowed.
24. Home Connecta Flexi voice and data bundles are not applicable for any international usage.
25. Cell C International Roaming Service Terms and Conditions are applicable to users of the Home Connecta Flexi tariff plan, which service terms and conditions can be found at: <https://www.cellc.co.za/cellc/static-content/PDF/CellC-International-Roaming-latest.pdf>.

MIGRATION

26. Customers who have been active for less 10 days on the Cell C network will be allowed to migrate to the Home Connecta Flexi tariff plan.
 27. Once a customer has migrated into the Home Connecta Flexi tariff plan, they will not be able to migrate back to their original tariff plan.
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28. If the customer has voice or SMS bundles at the time of migration, such voice or SMS bundles will be forfeited.
29. Any available data bundle will be carried over at migration with the current validity.
30. Any available airtime will be carried over at migration.

Warranty and Indemnity

31. You warrant that have the necessary rights to make use of the Services, and you indemnify Cell C against any liability, claim, damage and/or loss that a third party might have arising out of your use of the Services if you do not have the necessary rights.

Inflow Offers

32. The Home Connecta Flexi 12GB bundle is available for purchase as an inflow offer for R89. The bundle will be available to customers for 3 months after activating the Home Connecta Flexi plan.

Cancellations

33. Home Connecta Flexi bundles cannot be cancelled or refunded once purchased.

Use of your Personal Information and Direct Marketing

34. You warrant and guarantee that all personal information supplied by you to Cell C in the application for Cell C Home Connecta Flexi is true and correct.
 35. By accepting these Terms and Conditions, you understand and acknowledge that Cell C, their affiliate companies, their service providers, suppliers and partners ("**Group**") are required to comply with the provisions of the Protection of Personal Information Act of 2013 ("**POPIA**") to, amongst other things, ensure the privacy and confidentiality of your Personal Information (as such term is defined in the POPIA).
 36. For purposes of this, you confirm, agree, understand, acknowledge that by accepting these Terms and Conditions, –
 - a. you disclose and provide your Personal Information to the Group voluntarily and consent and authorise the Group to collect, use, process, share and/or transfer your Personal Information in accordance with Cell C's Privacy Policy accessible by you on Cell C's website (<https://www.cellc.co.za>) ("**Privacy Policy**");
 - b. you agree to immediately inform the Group in writing if there is any change of whatsoever nature in any of your personal information, including your physical address, previously supplied to the Group; and
 - c. you agree and consent to be bound by the terms and conditions of the Privacy Policy, which you have read, understood and agreed to as part of your application for Home Connecta Flexi.
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37. In order to fulfil the obligations, set out in these Terms and Conditions, Cell C will process your personal information. Such processing may include sharing personal information with:
- a. the Group and/or Electronic Communications Service Providers, but only to the extent necessary and in order to provide Home Connecta Flexi, and/or the Wi-Fi router to you;
 - b. either credit grantors and/or credit bureaux and/or banks and/or other financial institutions in order to ascertain information relating to your creditworthiness (before Cell C accepts your application for Cell C Home Connecta Flexi and for fraud prevention purposes, to improve the accuracy of contact details and in order to process any payment transactions necessary for and relative to these Terms and Conditions;
 - c. attorneys and/or debt collection agencies if you breach these Terms and Conditions.
38. As and when necessary, you agree and consent to be contacted by Cell C in respect of its direct marketing campaigns in relation to similar and/or related products and/or services, which contacts will be in accordance with the terms and conditions of the direct marketing provisions of the Consumer Protection Act, 68 of 2008 ("CPA") as amended and the CPA regulations and POPIA, including the provisions relating to the direct marketing registry.
39. You can ask Cell C to stop marketing to you (opt-out) at any time. You may register a block on marketing by dialling *147*385#.
40. You are entitled to withdraw your consent for using your personal information under clauses 36 and 37 above on written notice or notice in any other recorded form to Cell C. In the event you decide to withdraw your consent the Group will not be able to use your information for the purposes listed under clauses 36 and 37 to the extent that you withdraw your consent from the date your withdrawal notice is received.

GENERAL

41. If a customer does not comply with these terms and conditions and/or the processes applicable, Cell C reserves the right to refuse the customer from taking up the Home Connecta Flexi offer.
42. Cell C reserves the right to suspend the Home Connecta Flexi bundles at its sole discretion, including when any fraudulent activity is suspected, and if the outcome of an investigation proves that fraudulent activity did occur, Cell C shall be entitled to terminate the contract.
43. Cell C and its agents, directors, affiliates, members and employees shall not be responsible in any way for claims, loss or damages (either direct, indirect, consequential or otherwise), arising from a customer's use of the Home Connecta Flexi plans and/or bundles.
44. Cell C has the right to withdraw or shorten the duration of the Home Connecta Flexi bundles 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.
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