

## TERMS AND CONDITIONS: RED BULL SYMPHONIC TICKET GIVEAWAY

**IMPORTANT NOTICE:** In terms of Section 49 of the Consumer Protection Act 86 of 2009, your attention is specifically drawn to all clauses which are underlined and printed in bold which, amongst others:

- A. contain a limitation of risk or liability of Cell C Proprietary Limited and/or its group of companies;
- B. constitute an assumption of risk or liability by you;
- C. constitute an indemnification of Cell C Proprietary Limited and/or its group of companies; or
- D. is an acknowledgement of fact by you.

### 1. INTRODUCTION

- 1.1 The competition (the "**Competition**") is designed to provide eligible Cell C customers with the opportunity to win hospitality tickets associated with Red Bull Symphonic 2026, subject to the applicable entry mechanics, qualifying criteria, and these Terms and Conditions.
- 1.2 Participants who submit their entries during the Competition Period ("**Participants**") stand a chance to win 1 of 14 double hospitality tickets to Red Bull Symphonic 2026.
- 1.3 The Competition is organized and sponsored by Cell C Proprietary Limited, registration number 1999/007722/07 ("**Cell C**").
- 1.4 **PLEASE CAREFULLY READ AND UNDERSTAND THESE TERMS AND CONDITIONS. IN THE EVENT THAT YOU DO NOT UNDERSTAND ANY OF THE TERMS AND CONDITIONS, PLEASE CONTACT US ON 135 FROM A CELL C PHONE OR 084 135 FROM ANY OTHER NETWORK AND WE WILL EXPLAIN THEM TO YOU. IF YOU DO NOT UNDERSTAND OR AGREE TO THESE TERMS AND CONDITIONS, PLEASE DO NOT PARTICIPATE IN THIS COMPETITION. YOUR CONTINUED PARTICIPATION IN THE COMPETITION WILL CONSTITUTE YOUR AGREEMENT TO BE BOUND BY AND COMPLY WITH THESE APPLICABLE TERMS AND CONDITIONS, AND ALL OTHER APPLICABLE TERMS AND CONDITIONS AS MAY APPLY TO THE COMPETITION FROM TIME TO TIME.**
- 1.5 By electing to participate in the Competition, the Eligible Participant, as defined under clause 4 below consents that its personal information may be used to manage the Competition, to select a winner, to contact the winner(s), for market research and statistical purposes and for marketing and Public Relations purposes.

### 2. DURATION

- 2.1. The Competition will run from 11 May 2026 at 00h00 to 5 June 2026 at 23h59 (the "**Competition Period**").
- 2.2. Cell C may in its sole discretion elect to amend or discontinue the Competition at any time during the Competition Period.

### 3. COMPETITION RULES

Eligible Participants must:

#### 3.1. Social Media Entry

- 3.1.1. Follow the official @CellC account on TikTok and/or Instagram and upload a video to their TikTok or Instagram feed using the Cell C brand song "**Sisonke**." The video must feature the participant and their crew. All entries must tag @CellC and include the hashtags #PoweredByCellC and #RedBullSymphonic; or

#### 3.2. Commercial Entry

- 3.2.1. Purchase a qualifying Cell C My Local Deal 10GB Data Bundle (5GB Day Data + 5GB Night Data + 60 Voice Minutes) for R49, valid for seven (7) days from date of purchase. To qualify, the bundle must be purchased via USSD code \*141#; or
- 3.2.2. Purchase any stickers + airtime deals via the Cell C Rewards App or by dialing \*123#.

A participant may enter the Competition via both entry methods. Each qualifying Social Media Entry and Commercial Entry will constitute a separate valid entry unless otherwise stated.

### 4. ELIGIBILITY

- 4.1. The Competition is open to Cell C customers who are:
  - 4.1.1 natural persons, not excluded from the Competition as per 4.2 below;
  - 4.1.2 over the age of 18 (eighteen) years, in possession of a valid South African ID or passport; and
  - 4.1.3 reside in Johannesburg or Pretoria, Gauteng.
- 4.2. Directors, members, partners, employees or agents of, or consultants to Cell C, or spouses, life partners, parents, children, brothers, sisters, business partners or associates of such persons are NOT eligible to enter the Competition.

### 5. WINNER SELECTION

- 5.1 Winners selected from Social Media Entries will be determined based on engagement, creativity, and adherence to the entry requirements.
- 5.2 Winners selected from Commercial Entries obtained through the purchase of the qualifying Cell C My Local Deal 10GB Data Bundle (5GB Day Data + 5GB Night Data + 60 Voice Minutes) for R49 will be selected by means of a random draw from all valid Commercial Entries. Customers who joined Cell C before March 2025 are excluded from this promotion.
  - 5.2.1. For Cell C Rewards Commercial Entries winners from the shortlisted top spenders will thereafter be selected by means of a random draw from the shortlist.

- 5.3 Ticket giveaways will occur on or by 11 June 2026.
- 5.4 Winners will receive two hospitality tickets each and they shall be contacted via their TikTok or Instagram handles (for Social Media Entries) or by direct contact details provided at the time of entry (for Commercial Entries) to obtain the necessary personal information required to facilitate prize fulfilment.

## 6. GENERAL

- 6.1 Failure by Cell C to enforce any of its rights at any stage does not constitute a waiver of those rights.
- 6.2 If any prize is interfered with in any way or is not capable of being claimed as reasonably anticipated due to any reason beyond the reasonable control of Cell C, including but not limited to technical difficulties, unauthorized intervention or fraud, Cell C reserves the right, in its sole discretion, to the fullest extent permitted by law to:
- 6.2.1 disqualify any Eligible Participant; or
  - 6.2.2 modify, suspend, terminate or cancel the voucher as appropriate, subject to the approval of relevant regulatory authorities.
- 6.3 Save as permitted by law, Cell C reserves the right to cancel, suspend or terminate any prize, without notice at any time, and such cancellation, suspension or termination shall be deemed to have taken effect from the date of publication on Cell C's website at <https://www.cellc.co.za/cellc/terms-conditions>.
- 6.4 No liability shall lie against Cell C in favour of any Eligible Participant, winner(s) and/or any third party arising from such cancellation, suspension or termination. Therefore, the Eligible Participant waives his/her right which they may have against Cell C and hereby acknowledges that they will have no right of recourse or claim of any nature whatsoever against Cell C.
- 6.5 The awarding of prizes is governed by the provisions of this document ("**Terms and Conditions**"), as well as those of the relevant applicable terms available on Cell C's website as incorporated by reference in these Terms and Conditions.
- 6.6 Any dispute or claim arising out of or in connection with this Competition shall be governed by and construed in accordance with the laws of the Republic of South Africa.
- 6.7 Cell C accepts no liability or responsibility, whether occasioned by any circumstance not foreseeable and not within its reasonable control for late or delayed delivery of the prizes, but not limited to, stock unavailability, strike, lock out, destruction of prize on route to winner by any means, any civil commotion or disorder, riot, threat of war, any action taken by governmental authority or public authority of any kind, fire, explosion, storm, flood, earthquake or other acts of God.

- 6.8 If part or all of any clause of these Terms and Conditions is illegal, invalid or unenforceable:
- 6.8.1 It will be severed from these Terms and Conditions and the remaining provisions of these Terms and Conditions will continue to have full force and effect; or
  - 6.8.2 It will be read down to the extent necessary to ensure that it is not illegal, invalid or unenforceable.
- 6.9 To the extent permitted by the Consumer Protection Act and any other applicable law, the Participant hereby indemnifies Cell C against any direct, indirect, special, incidental, consequential or punitive damages or loss of any kind regardless of how this was caused, and whether it arose under the law of contract or delict or otherwise.
- 6.10 Cell C excludes all warranties (express or implied), representations and liabilities regarding this Competition (other than for death or personal injury caused by its negligence and/or fraud).
- 6.11 All Personal Information exchanged with the usage of third-party applications will not be monitored or controlled by Cell C. The Eligible Participant bears the responsibility to ensure that it is aware of the terms and conditions applicable to usage of third-party applications. The Participant understands and agrees to indemnify Cell C from all liability arising from of any nature whatsoever nature in respect any prize.
- 6.12 In accordance with the confidentiality policies and practices of Cell C, none of the entry details of any Eligible Participant in this Competition will be disclosed or used by Cell C for any purposes other than for processing the prizes.
- 6.13 Data charges may be incurred for redeeming any prize or using the online voucher redemption platform. Network rates apply.
- 6.14 Eligible Participants acknowledge and accept that the Cell C may utilize a third-party agent to contact the Participant to arrange delivery. In order to affect the contacting and delivery process, Cell C shall provide the Eligible Participant's information to such third party agent.
- 6.15 Details of Eligible Participants will not be used for Cell C related communication unless the Eligible Participant opts-in to receive further communication from Cell C.
- 6.16 Cell C may in its sole discretion amend these Terms and Conditions at any time, without notice, and such amendments shall be deemed to have taken effect from the date of publication of the revised Terms and Conditions on its website, which can be accessed at: <https://www.cellc.co.za/cellc/terms-conditions>. The onus rests on the Eligible Participant to constantly check the website for updates to the Terms and Conditions.

- 6.17 Cell C reserves the right, at any time, to verify the validity of Eligible Participants (including an Eligible Participant's identity, age and place of residence) and to reject any Eligible Participant who has not agreed to and/or complied with these Terms and Conditions.
- 6.18 Cell C Proprietary Limited, reserves the right to modify, suspend, or cancel the Competition at any time. Prizes are non-transferable and not redeemable for cash. Cell C shall not be liable for any lost, delayed, or misdirected entries.

## 7. USE OF PERSONAL INFORMATION

- 7.1 By electing to participate in the Competition, you understand and acknowledge that Cell C is required to comply with the provisions of the Protection of Personal Information Act, 2013 (POPIA) to, amongst other things, ensure the privacy and confidentiality of your Personal Information (as such term is defined in the POPIA)
- 7.2 For purposes of this Competition, you confirm, agree, understand and acknowledge that by participating in the Competition:
- 7.2.1 you disclose and provide your Personal Information to Cell C voluntarily and consent and authorize Cell C 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);
- 7.2.2 you consent that your Personal Information may be used to manage the Competition, to select a winner, to contact the winner(s), for market research and statistical purposes and for marketing and public relations purposes;
- 7.2.3 you agree to immediately inform Cell C in writing if there is any change of whatsoever nature in any of your Personal Information, including your physical address, previously supplied to Cell C; and
- 7.2.4 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 this Competition.
- 7.3 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 any related entity to Cell C, but only to the extent necessary for the purposes contemplated in this Competition;
- 7.4 In accordance with Cell C's confidentiality practices and policies accessible by you on Cell C's website

(<https://www.cellc.co.za>), Cell C

will not disclose your Personal Information to any other person or institution other than as stated under this clause 7, for purposes of fulfilling its obligations under this Competition, or where compelled to do so in terms of any law and/or in terms of a court order.

- 7.5 Cell C has no control over the interception or loss of your Personal Information over the internet and assume no liability for any such interception or loss.
- 7.6 Your Personal Information will not be used for Cell C related communication unless you opt-in to receive further communication from Cell C in writing.
- 7.7 Your personal information may be retained and further processed as necessary to comply with legal and regulatory requirements, or for statistical, research, and marketing purposes, provided that such processing aligns with applicable data protection legislation.

## 8. TRANSFER OF RIGHTS AND OBLIGATIONS

- 8.1 You may not at any time for the duration of this Competition without Cell C's permission:
- 8.1.1 transfer/cede any of your rights under this Competition to any other entity or person; or
- 8.1.2 transfer/delegate or hand-over any of your obligations or responsibilities under the Competition to any other entity or person.
- 8.2 You agree that Cell C may at any time for the duration of this Competition without your permission:
- 8.2.1 transfer/cede any of its rights under this Competition to any other entity or person; or
- 8.2.2 transfer/delegate or hand-over any of its obligations or responsibilities under the Competition to any other entity or person.

## 9. WHOLE AGREEMENT

Except for Cell C's right to amend these terms and conditions, this is the whole agreement between you and Cell C and no amendment, deletion or addition by you will be valid unless it is stipulated in writing and agreed to by Cell C.

## 10. BOUND BY TERM, REPRESENTATION, WARRANTY OR PROMISE

No Party shall be bound by any express or implied term, representation, warranty, promise or the like, not recorded herein.

## 11. UNENFORCEABLE PROVISIONS

If any term of these Terms and Conditions is unenforceable, illegal, void, or contrary to public policy then it will be deleted from these Terms and Conditions. The remaining provisions of these Terms and Conditions will however remain binding and in full force.