



CELL C WEBSITE AND ONLINE SERVICES TERMS AND CONDITIONS

This document contains the terms and conditions for the use of Cell C's website and online services.

By accessing any page on the Cell C website or making use of any online services you agree to the following terms and conditions.

In terms of section 11 of the Electronic Communications and Transactions Act 25 of 2002, as amended ("**ECTA**") these terms and conditions are binding and enforceable against all persons that access the Cell C web site or any part thereof or make use of any online services offered by Cell C (Pty) Ltd or Cell C Service Provider Company (Pty) Ltd.

If you do not agree with these terms and conditions you must leave the Cell C web site and discontinue your use of the online services without delay, as further use will mean that you have accepted these terms and conditions and agree to these terms and conditions.

Important terms which may limit Cell C's responsibility or involve some risk for you may be in bold. You must pay special attention to these terms and conditions.

1. DEFINITIONS AND INTERPRETATION

- 1.1. "The Cell C website" means the Cell C website owned and operated by Cell C and located at <http://www.cellc.co.za>, including any page, part or element thereof;
- 1.2. "Cell C" means Cell C Limited, registration number 1999/007722/06 and Cell C Service Provider Company (Pty) Ltd, registration number 2001/008017/07.
- 1.3. "online services" means the Cell C website and any other service offered by Cell C through electronic means, including but not limited to electronic billing platforms, online portals, and interactive customer websites, and shall include the content and information provided or exchanged as part of such services;
- 1.4. "User / you or your" means any person who enters or uses the Cell C web site or online services, notwithstanding the fact that such a person only visits the home page of the Cell C web site or online service portals;
- 1.5. References herein to the singular include the plural and vice versa; and
- 1.6. Hyperlinks have been used in these terms and conditions. The fact that some or all of the hyperlinks may be non-operational, shall not play a role in the determination of the validity and interpretation of these terms and conditions.

2. DISCLAIMER

- 2.1. **Whilst every reasonable effort has been made by Cell C, and its suppliers of content and information, to ensure the proper performance of the online services, the accuracy of the content, information and images and the reliability of the binary data on the online services, Cell C, its affiliated companies, suppliers, or any of their employees, do not, to the full extent permitted by law, guarantee the availability or accuracy of the services, content, information and/or images offered on the online services.**
- 2.2. **Cell C makes no representations or warranties, whether express or implied, and assumes no liability or responsibility for the proper performance of the online services and the online services are used at your own risk.**
- 2.3. **Cell C does not warrant that the online services will meet your requirements, be uninterrupted, complete, timely, secure or error free.**

3. INDEMNITIES AND LIMITATION OF LIABILITY

- 3.1. **Cell C shall not be liable to you or any third party, in any manner whatsoever, and you indemnify Cell C accordingly, for 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 online services or your use of the online services, other than in respect of losses caused by Cell C gross negligence or intentional misconduct.

- 3.2. Cell C shall not be liable to you for 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 licence 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, agent or sub-contractor, industrial disputes or any other cause beyond Cell C's reasonable control.

4. PERMITTED USE AND LICENSE

- 4.1. You agree and confirm that you are over the age of 18 years and are authorised to access, make purchases or payments, and/or make changes to any account, personal information and associated profile settings on any of the online services available to you.
- 4.2. In the event that you are not the account holder and/or are not authorised to make use of the relevant online services, you declare that you have obtained the necessary consent for access to and/or to make changes to the relevant accounts, personal information, profile settings, as well as make purchases and payments.
- 4.3. It may be required of you to update your personal details to continue using certain functions of the online services. You agree and confirm that you are the authorised person to use the details that you are registering/logging-on with and the information provided to Cell C is accurate and your own personal details. If the personal information provided to Cell C is not your information or is incorrect, Cell C will not be held liable in any way. If Cell C establish that the intention of using incorrect and/or false personal information is to conduct fraud or malicious activities on this portal, you will be criminally prosecuted as per current legislation.
- 4.4. You are only permitted and may only use, access, browse, view, amend, download and print the content and details of the online services for lawful and legal purposes.
- 4.5. You warrant that you shall not:
- 4.5.1. use the online services for commercial and non-private purposes; and
 - 4.5.2. use the online services to receive or transmit material which is in violation of any law or regulation, which is hate-speech, offensive, obscene, threatening, racist, defamatory, in breach of confidence, or in breach of any intellectual property rights;
- 4.6. The caching of the online services shall only be allowed if:
- 4.6.1. the purpose of the caching is to make the onward transmission of the content from the online services more efficient;
 - 4.6.2. the cached content is not modified in any manner whatsoever;
 - 4.6.3. the cached content is updated at least every 12 (twelve) hours; and
 - 4.6.4. the cached content is removed or updated when so required by Cell C.
- 4.7. If you use content from the online services in breach of these terms and conditions:
- 4.7.1. Cell C reserves the right to claim damages from you;
 - 4.7.2. Cell C reserves the right to institute criminal proceedings against you; and
 - 4.7.3. Cell C shall not be liable, in any manner whatsoever, for any damage, loss or liability that resulted from the use of such content by you or any third party who obtained any content from you.
- 4.8. Hyperlinks to the online services from any other source shall be directed at the home page of the Cell C web site. Links beyond the Cell C website home page may only be used with Cell C's prior written consent.
- 4.9. Users may quote small and reasonable amounts of content available from the online services only if such content is placed in inverted commas and the source acknowledged.
- 4.10. No person may, without the prior written consent of Cell C, frame the online services in any manner whatsoever.

- 4.11. Apart from bona-fide search engine operators, no person may use or attempt to use any technology or applications (including web crawlers, robots or web spiders) to search, collect or copy content from the online services for any purposes, without the prior written consent of Cell C.
- 4.12. E-mail addresses, names, telephone numbers and fax numbers published on the online services may not be incorporated into any database used for electronic marketing or similar purposes. No permission is given or should be implied that information in/on the online services may be used to communicate unsolicited communications to Cell C and all of Cell C's rights are reserved.
- 4.13. All licenses and/or permissions granted in terms of these terms and conditions are provided on a nonexclusive and non-transferable basis and may be terminated or cancelled by Cell C at any time without prior notice or reason.

5. PASSWORD/PIN FOR ACCESS TO ONLINE SERVICES

- 5.1. You agree that you will be responsible for the safekeeping of your password/PIN for access to all online services and you accept all liability in the event that the password/PIN is disclosed to a third party, whether intentional or unintentional. You agree that the disclosure of your password/PIN is done at your own risk.
- 5.2. Furthermore, you acknowledge that you are responsible for ensuring that no unauthorised access to the online services is obtained using your password/PIN, and that you will be liable for all such activities conducted pursuant to such use, whether authorised or not.
- 5.3. You agree that if you disclose your password/PIN to a third party, the third party may have access to your personal, account and billing information and agree that Cell C shall not be liable in this regard.

6. INTELLECTUAL PROPERTY RIGHTS

- 6.1. All intellectual property on the Cell C web site and online services, including but not limited to content, trademarks, domain names, patents, design elements, software, source code, meta tags, databases, text, graphics, icons and hyperlinks are the property of or licensed to Cell C and as such, are protected from infringement by domestic and international legislation and treaties. Subject to the rights provided to you in these terms and conditions, all of the rights to intellectual property on the Cell C website and online services are expressly reserved.

7. SOFTWARE AND EQUIPMENT

- 7.1. It is the responsibility of the User to acquire and maintain, at his/her own expense, the necessary computer hardware, software, communication lines and Internet access accounts required to access the Internet and the online services and/or download content from the Cell C web site and the online services.

8. PRIVACY STATEMENT

- 8.1. Cell C shall take all reasonable steps to protect the personal information of Users and is committed to respecting the privacy of your personal information. For the purpose of these terms and conditions, "personal information" shall be defined as detailed in the Protection of Personal Information Act, 2013.
- 8.2. As and when necessary, Cell C may electronically collect, store, disclose and/or use the following of your personal information:
 - 8.2.1. name and surname;
 - 8.2.2. contact numbers;
 - 8.2.3. non-personal browsing habits and click patterns;
 - 8.2.4. e-mail address;
 - 8.2.5. IP address;
 - 8.2.6. geographical location;
 - 8.2.7. account details; and/or
 - 8.2.8. username and password (required for access to personal information pages).

- 8.3. Cell C collects stores and uses the abovementioned information in order for Cell C to:
- 8.3.1. communicate requested information to you;
 - 8.3.2. respond to queries, responses or complaints submitted by you;
 - 8.3.3. process orders or applications for Cell C products and/or services;
 - 8.3.4. create products or services that may meet your future requirements;
 - 8.3.5. provide you with access to restricted pages on the Cell C web site; and
 - 8.3.6. compile non-personal statistical information about browsing habits, click-patterns and access to the online services.
- 8.4. Personal information detailed above is collected and/or stored either electronically by the use of “cookies” or is provided voluntarily with your knowledge and consent. You can determine any use of cookies through your browser settings, but note that turning off cookies may cause certain features of the online services or Cell C website to be unavailable to you.
- 8.5. Cell C may further collect non-personal information, for example, your IP address, the date and time of your visits to the Cell C website, and browser history, to recognise you during any subsequent visits to the Cell C website and/or use of the online services. Cell C may further use this non-personal information to develop future products and/or services to meet your requirements and needs.
- 8.6. Cell C owns and retains all rights to non-personal statistical information collected and compiled by Cell C.
- 8.7. As and when necessary, Cell C may use and/or disclose your personal information collected:**
- 8.7.1. in order to comply with legal and regulatory requirements and applicable laws;**
 - 8.7.2. to either credit grantors and/or credit bureaux and/or banks and/or other financial institutions in order to ascertain information relating to your creditworthiness and for fraud prevention purposes and in order to process any payment transactions where necessary;**
 - 8.7.3. to attorneys and/or debt collection agencies if you breach any agreements with Cell C;**
 - 8.7.4. to Cell C’s agents and/or consultants and/or trade partners, but only to the extent necessary and in order to provide Cell C products, services and the online services to you;**
 - 8.7.5. to consumer research companies for the purposes of conducting research on improving Cell C products, services and the online services;**
 - 8.7.6. for the purposes of us publishing a directory containing the name, address, details and the applicable cellphone number of Cell C subscribers; and**
 - 8.7.7. for the purposes of Cell C informing or sending information to you about any new services or products offered by Cell C and/or by any of Cell C’s agents and/or consultants and/or trade partners which we consider may be of interest to you. Cell C will comply with the direct marketing provisions of the Consumer Protection Act, 68 of 2008 (“CPA”) and the CPA regulations, including the provisions relating to the direct marketing registry.**
- 8.8. By using the online services and the Cell C website you understand that Cell C may, where necessary and where permitted by law, monitor your calls, e-mails or SMS's for business purposes, including for purposes of quality control, training, marketing and improving the online services. Cell C agrees that it will not disclose any personal information that could be used to identify you.
- 8.9. Cell C reserves the right to amend this privacy statement if required to do so due to a change in any personal information or privacy laws.

9. HYPERLINKS TO THIRD PARTY SITES

- 9.1. In the event that the online services contain hyperlinks to third party sites not controlled by Cell C ("**target sites**"), Cell C is not responsible for the content of, or the services offered by those sites. The hyperlink(s) are provided solely for your convenience and should not be construed as an express or implied endorsement by Cell C of the site(s) or the products or services provided therein. You access those sites and use their products and services solely at your own risk Cell C recommends that you check the policy of the target sites if you have any concerns or questions.
- 9.2. **Cell C shall not be liable, in any manner whatsoever, for any damage, loss liability, costs or expense whether direct, indirect or of a consequential nature that resulted from the use and access to target sites and the content on such target sites. Persons that wish to link to content beyond the home page of the Cell C website and/or online services without Cell C's prior written consent shall do so at their own risk and indemnify Cell C against any loss, liability or damage that may result from the use of content from the Cell C website and online services, if such content was accessed through a hyperlink not directed at the home page of the Cell C website and/or online services. Cell C's non-liability for deep linking is based on the fact that deep links bypass these terms and conditions.**

10. SECURITY

- 10.1. Cell C shall take all reasonable steps to secure the content of the online services and the information provided by and collected from Users from unauthorised access and/or disclosure, however, Cell C makes no warranties or representations in this regard.
- 10.2. **While Cell C has implemented appropriate and reasonable security technologies and practices, please be aware that internet communications are insecure unless they have been encrypted and/or appropriate security safeguards implemented. Accordingly, Cell C assumes no responsibility or liability of any nature whatsoever for the interception or loss of personal information beyond Cell C's control.**

11. DISCLOSURES REQUIRED BY SECTION 43 OF THE ECTA

- 11.1. Access to the services, content, software and downloads available from the online services may be classified as "electronic transactions" as defined in terms of ECTA and you therefore may have the rights detailed in ECTA. Accordingly, Cell C provides the following information:
- 11.1.1. The full name and legal status of the online services owner: Cell C Limited, registration number 1999/007722/06 and Cell C Service Provider Company (Pty) Ltd, registration number 2001/008017/07.
- 11.1.2. Street address: Corner Maxwell Drive and Pretoria Main Road, Buccleuch, Extension 10, 2090;
- 11.1.3. Postal address: Private Bag X36, Benmore, 2010, Johannesburg, South Africa;
- 11.1.4. Physical address for receipt of legal service: Corner Maxwell Drive and Pretoria Main Road, Buccleuch, Extension 10, 2090, South Africa;
- 11.1.5. Main business: Cell C is an electronic communications provider.
- 11.1.6. The web site address of the Cell C web site is: <http://www.cellc.co.za>;
- 11.1.7. The official e-mail address of the Cell C web site is: custserv@cellc.co.za;
- 11.1.8. Access to and use of the Cell C web site is provided free of charge;
- 11.1.9. Alternative dispute resolution: Subject to urgent and/or interim relief, all disputes regarding access to online services; the inability to access the online services; the services and content available from the online services; or these terms and conditions, shall be referred to Cell C ;
- 11.1.10. You may return goods or services as detailed in ECTA, the Consumer Protection Act and Cell C's policies; and
- 11.1.11. Users may lodge complaints concerning the online services with Cell C at custserv@cellc.co.za.

12. CHANGES AND AMENDMENTS

- 12.1. To the extent permitted by law, Cell C reserves the right, in its sole and absolute discretion, to do any of the following, at any time without prior notice or justification:
 - 12.1.1. change these terms and conditions;
 - 12.1.2. change the content and/or services available from the online services;
 - 12.1.3. alter and/or discontinue any aspect of the online services; and/or
 - 12.1.4. change the software and hardware required to access and use the online services.
- 12.2. The amended versions of the terms and conditions and online services will be displayed in the same media as these terms and conditions. By continuing to use the online services, you agree and understand that you will be bound by the amended terms and conditions.

13. Terms and Conditions for Online Pre-Paid Purchases

Should you purchase any goods and/or equipment online via www.cellc.co.za the following terms and conditions apply:

- 13.1. You may return any faulty goods which you have received, within 7 (seven) days from date of purchase, provided that the complete sales-pack is returned and the goods and packaging show no sign of damage. Cell C will conduct an Out of Box Failure (OBF) assessment, and may exchange your goods depending on the outcome.
- 13.2. Should you be dissatisfied with any of the goods purchased via the Cell C website, you may return the goods to Cell C within 10 (ten) business days after delivery of the goods.
- 13.3. Please note that Cell C reserves the right to impose a charge for any goods that are returned which have been opened, used and/or not in the original condition or packaging as when you received them.
- 13.4. Please be aware that any combo/bundled deals purchased on the Cell C website CANNOT be split for purposes of return and/or refund. Should you be dissatisfied with any part of the combo/bundled deal purchased, then the entire combo/bundled deal will need to be returned to Cell C in order for you to receive a refund, subject to Cell C's standard terms and conditions.
- 13.5. Any refund paid to you will be done within 14 (fourteen) business days, and shall be effected through the same method of payment used by you to initially purchase the goods.
- 13.6. The following further terms and conditions apply to discontinued stock specifically:
 - 13.6.1. At each item it will indicate whether or not the specific device is discontinued stock;
 - 13.6.2. Cell C cannot guarantee that you will receive the device in the colour of your choice – the colours available will reflect on the website. This will also not constitute a reason to return the opened device to Cell C;
 - 13.6.3. You may return any faulty discontinued stock which you have received, within 7 (seven) days from date of purchase, provided that the complete sales-pack is returned and the discontinued stock and packaging show no sign of damage. Cell C will conduct an Out of Box Failure (OBF) assessment, and may refund (and not exchange) your money depending on the outcome. In the event that it is found that you damaged the discontinued stock, you will be liable for the costs of any repair thereof and no refund will be payable.
 - 13.6.4. Should you be dissatisfied with any of the discontinued stock purchased via the Cell C website, you may return the unopened discontinued stock to Cell C within 10 (ten) business days after delivery of the discontinued stock by contacting Cell C Direct at 084 145 or onlinehelp@cellc.co.za to arrange for the return and refund thereof. No Cell C store will be able to accept return of the discontinued stock;
 - 13.6.5. Please note that Cell C reserves the right to impose a charge for any discontinued stock that are returned which have been opened, used and/or not in the original condition or packaging as when you received them.
 - 13.6.6. Please be aware that any combo/bundled deals purchased on the Cell C website CANNOT be split for purposes of return and/or refund. Should you be dissatisfied

with any part of the combo/bundled deal purchased, then the entire combo/bundled deal will need to be returned to Cell C in order for you to receive a refund, subject to Cell C's standard terms and conditions.

- 13.6.7. Any refund paid to you will be done within 14 (fourteen) business days, and shall be effected through the same method of payment used by you to initially purchase the discontinued stock.

- 13.7. The below table outlines the limited warranty period offered on devices and accessories per manufacturer. Please ensure you familiarize yourself with these warranty periods. In the event that a shorter warranty is in place in relation to discontinued stock, it will be indicated at each item. It is your responsibility to ensure that you familiarize yourself with the applicable warranty period.

Manufacturer	Device	Battery	Charger	Headset	Memory Card
AG	24 Months	12 Months	12 Months	12 Months	-
Apple iPhone	12 Months	12 Months	12 Months	12 Months	-
BlackBerry	24 Months	12 Months	12 Months	12 Months	-
CAT	24 Months	12 Months	12 Months	-	-
Cell C	12 Months	6 Months	12 Months	12 Months	12 Months
Citrus	12 Months	3 Months	3 Months	-	-
Hisense	12 Months	6 Months	6 Months	6 Months	-
HTC	24 Months	12 Months	12 Months	12 Months	-
Huawei	12 Months	6 Months	6 Months	3 Months	3 Months
Hurricane	12 Months	6 Months	12 Months	12 Months	12 Months
LG	24 Months	6 Months	12 Months	6 Months	6 Months
Mobitel	12 Months	12 Months	12 Months	12 Months	-
Microsoft	24 Months	6 Months	6 Months	12 Months	3 Months
Nokia (TNS)	24 Months	6 Months	6 Months	12 Months	-
Nokia (TNS) 3310	12 Months	6 Months	6 Months	-	-
Samsung	24 Months	12 Months	6 Months	6 Months	12 Months
Sony Mobile up to 2016	12 Months	12 Months	12 Months	12 Months	12 Months
Sony Mobile 2017	24 Months	12 Months	12 Months	12 Months	-
ZTE	24 Months	6 Months	9 Months	6 Months	-