

CELL C TERMS & CONDITIONS APPLICABLE TO IN BUNDLE DATA USAGE CHARGES

INTRODUCTION

According to the End-User Subscriber Service Charter Regulation, Cell C must not permit any out-of-bundle data usage by a customer until such time that the customer purchases new data bundles or opts-in to out-of-bundle usage. In the event that a customer does not make an election, whether to opt-in or opt-out of out of bundle usage, Cell C may either immediately terminate data services or continue to provide data services, provided that the provision of the service shall be on the same terms and conditions applicable under in-bundle usage.

IN BUNDLE DATA USAGE

Cell C has determined that an in-bundle rate of 40c/MB (VAT inclusive) shall apply to all customers on Prepaid, Postpaid, and TopUp tariff plans once the volume of any data bundle has been exhausted (the “**In-bundle Rate**”).

SPEND CONTROL

In the event that you do not wish to pay this In-bundle Rate (i.e. you wish to opt-out) or in general wish to change your limits applicable to data, voice and SMS, you are entitled to do so by accessing Cell C’s spend control service.

SPEND CONTROL SERVICE

- Is available to all Cell C customers (Prepaid / Postpaid and TopUp), excluding Business and Corporate Customers.
- Allows customers to manage their spend across: data, voice and SMS with customers having the following options to select from:
 - Opt-in for out-of-bundle charges and continue usage once a bundle has been depleted by either selecting no limit (Unlimited) or to define a custom limit.
 - Opt-out of out-of-bundle charges; this will block usage outside of inclusive bundle, hence no out-of-bundle charges will be accrued.
- Is accessible through Cell C Self-Service on
 - *147# USSD,
 - Cell C App OR
 - Cell C self-service portal at cellc.co.za

GENERAL

- You are responsible for managing your spend on the various Cell C platforms, and you will be liable for any and all charges incurred should you make no decision to manage your spend, i.e. opt-in or opt-out of out of bundle data charges (whether Prepaid, Postpaid or TopUp). These charges will be accrued at the rate of 40c/MB as defined above.

- It is important that you understand that all customers indemnify Cell C and its directors, affiliates, members, partners, employees, agents, consultants, suppliers, contractors and sponsors against any loss or damages, either direct, indirect, consequential or otherwise, arising from your use of Cell C's products and services.
- Cell C may amend, modify or otherwise change these terms and conditions in its sole and absolute discretion on notice to you and the amended version will be displayed in the same media as these terms and conditions. By continuing to make use of Cell C's products and services, you agree and understand that you will be bound by the amended terms and conditions.
- All other terms and conditions which apply to your specific product and service will remain unchanged.