

## Cell C Home Connecta Fibre Month-to-Month Standard Terms and Conditions

Last Update: November 2023

1. It is important that you understand and agree to these Terms and Conditions in order to consume Cell C Home Connecta Fibre services.
2. All standard Terms and Conditions of Cell C Limited and Cell C Service Provider Company Proprietary Limited (together, “**Cell C**”) apply, which Terms and Conditions can be found at; <https://www.cellc.co.za/cellic/terms-conditions>
3. Cell C is offering Cell C Home Connecta Fibre in partnership with local Fibre Network Operators (“**FNO**”) providing a fibre network on an open access model.
4. It is important that you understand that Cell C does not own the fibre network, the fibre lines or the Consumer Premises Equipment (“**CPE**”) installed at your premises and that these remain the property of the FNO at all times.
5. Cell C Home Connecta Fibre includes:
  - a. Uncapped fibre internet connectivity.
  - b. A Wi-Fi router Valued at R1,438.00 (ex. VAT), subsidized by Cell C and subject to a pro-rated claw back. The Customer will own the Wi-Fi router if they have been on the month-to-Month plan for 24 consecutive months. In the event of the service being cancelled within the first 24 months of activation, the customer will be liable for the outstanding pro-rata amount of the Wi-Fi router.
  - c. Fibre Installation and connection subsidized by Cell C and subject to a pro-rated claw back. In the event of the service being cancelled within the first 24 months of activation, the customer will be liable for the outstanding pro-rata amount of the installation and connection. Subsidized installation and connection are limited to the standard installation and connection provided by the FNO. Any additional requirements outside of the standard installation and connection will be for the Customer's account. The recoverable costs for the fibre installation and connection per FNO will be as follows;

Recoverable Item	Clawback Amount (excl. VAT)
Connection fee	R684.20
Installation costs	R 1,216.71

- d. Notwithstanding 5 c above, installation and / or connection costs may be clawed back in the event that the customer cancels the service any time after installation and / or connection have been concluded by the FNO.
7. Upon successful application for Cell C Home Connecta Fibre, Cell C will:
  - a. Deduct an equivalent of one month's subscription fee (plus any other applicable costs and / or pro-rata subscription fees) from the customer's credit card or via debit order, as an upfront payment for the Cell C Home Connecta Fibre service.
  - b. Add an upfront delivery fee of R199 to the customer's first invoice for every router delivery. Delivery of the router will be processed once the fiber network provider confirms that your order for fiber installation has been placed.
8. In order to do so, Cell C will require the customer's credit card or debit order details to facilitate the upfront payment.
9. Notwithstanding the date of the Fibre installation, the use of Cell C Home Connecta Fibre tariff plans will be on a month-to-month basis, until either you or Cell C cancel Cell C Home Connecta Fibre in accordance with the respective rights set out in these Terms and Conditions.

10. In return for the provision of the service, you agree to pay the subscription fee which is billed monthly in advance. The subscription fee that you pay at the end of a month is for the next months' service.
11. If the agreement starts later than the first day of any month, then the first months Subscription Fee will be pro-rated. Thereafter, the full subscription based on the package selected will be charged monthly.
12. Should you fail to pay the invoice, Cell C will suspend your Cell C Home Connecta Fibre service until such time as payment is made. The maximum period allowed on the suspension of your Cell C Home Connecta Fibre service is equivalent to a calendar month, after which the service will be permanently deactivated and terminated.
13. Billing will continue through the suspension period and the full monthly subscription will apply for the period that the subscriber was suspended.
14. Should the Cell C Home Connecta Fibre service be terminated and at a future date you request for the service to be reconnected, you will be liable for a re-connection fee, and you will also be required to first settle any outstanding amounts owing to Cell C prior to the service being re-connected.
15. Should your Cell C Home Connecta Fibre service be suspended due to missed payment, and you then make payment at any time during that month, you understand that there may be a certain period of time before your payment reflects in Cell C's bank account and this may cause a delay in the re-activation of your Service.

#### **Fibre CPE, Fibre Line and Wi-Fi Router**

16. The CPE and fibre line always remains the property of the FNO and may be removed from your premises upon cancellation of Cell C Home Connecta Fibre.
17. If you elected for Cell C to provide you with a Wi-Fi router, ownership of the Wi-Fi router will only pass to you after the first 24 months period has expired.
18. You are responsible for the safekeeping of the Wi-Fi router (if provided to you by Cell C), CPE and fibre line and you agree to notify Cell C and the South African Police Services immediately if the Wi-Fi router, CPE, or fibre line has been lost, damaged, stolen or destroyed. Risk in and to the use of the fibre line, CPE and Wi-Fi router will pass to you on installation and connection. You will be liable for losses incurred in the event of a damage, loss or destruction to the CPE and Wi-Fi router and you indemnify Cell C and the FNO against any losses or damages suffered.
19. Any Wi-Fi router, CPE or fibre line supplied to you that does not function properly or is defective or faulty because of its design, material or workmanship may be covered by a warranty provided by the manufacturer or relevant legislation for the period stated by the manufacturer or legislation.
20. If the Wi-Fi router that Cell C provided to you is faulty, you may return the Wi-Fi router to Cell C and we will comply with the applicable repairs, replacement, and refunds policies, subject to the manufacturer specifications and requirements. If the CPE and/or fibre line is faulty, Cell C will, on your behalf, arrange with the FNO to attend to the repair and/or replacement of the CPE or fibre line, in line with the applicable policies.
21. Should a returned router not be eligible for repair or replacement under the relevant repairs, replacement, and / or refunds policies in terms of clause 20 above, you may order a new router from Cell C which router shall be charged for or bound to a 24 month clawback term in terms of clause 5 b herein.

#### **Change Of Physical Address**

22. Cell C Home Connecta Fibre may only be used at the physical address indicated in the application form and may not be moved to another physical address without Cell C's prior written consent.
  23. In the event that you move from the physical address/area where Cell C Home Connecta Fibre is provided (and as captured in terms of your application form for Cell C Home Connecta Fibre) Cell C will, subject to there being an FNO network in your new area, and furthermore subject to these Terms and Conditions, arrange for the installation of a fibre line and CPE in your new area. In this event, you will be liable for payment of the installation and connection fee in respect of the fibre line, CPE, and Wi-Fi router in your new area. Furthermore, you will be liable for any difference in your monthly service fees.
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## Warranty and Indemnity

24. You warrant that you have the necessary rights to make use of Cell C Home Connecta Fibre 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 Cell C Fibre if you do not have the necessary rights.

## Cancellation

25. Should you wish to cancel the Cell C Home Connecta Fibre service at any time, you may do so by giving Cell C no less than 1 (one) calendar month or 30 days' notice; whichever is longer.
26. Cell C Home Connecta Fibre service cancellation requests must be submitted via the Cell C Home Connecta Fibre portal at <https://portal.cellc.co.za> or through the call centre by dialling (+27) 84 143 4273.
27. Should you decide to cancel Cell C Home Connecta Fibre service less than 24 (twenty four) months after initial activation you will be liable for the pro-rated costs incurred by Cell C in order to provide Cell C Home Connecta Fibre, of which costs include:
- a. The installation fee;
  - b. The connection fee; and
  - c. Cost of the Wi-Fi router.
28. In this instance and upon receipt of a cancellation request, the exact pro-rata costs of the above will be provided to you in writing.

## Use of your Personal Information and Direct Marketing

29. You warrant and guarantee that all personal information supplied by you to Cell C in the application for Cell C Home Connecta Fibre is true and correct.
30. In the process of making an application for Cell C Home Connecta Fibre, you understand and agree that Cell C may credit vet your application, if necessary.
31. 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).
32. 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 Cell C Home Connecta Fibre.
33. 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, FNOs and/or Electronic Communications Service Providers, but only to the extent necessary and in order to provide Cell C Home Connecta Fibre and the fibre line, CPE 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 Fibre) and for fraud prevention purposes, to improve the accuracy of
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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.

34. As and when necessary, you agree and consent to be contacted by Cell C in respect of their 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.
35. You can ask Cell C to stop marketing to you (opt-out) at any time. You may register a block on marketing from the Group.
36. You are entitled to withdraw your consent for using your personal information under clauses 32 and 34 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 32 and 34 to the extent that you withdraw your consent from the date your withdrawal notice is received.

## General

37. The Cell C Home Connecta Fibre service is an Unlimited internet service with no fair usage policy (FUP), or throttling of traffic applied; however an acceptable use policy ("AUP") will apply in order to regulate the abuse of Cell C Home Connecta Fibre. Cell C reserves the right, at any time, to implement a Fair Usage Policy ("FUP") on notice to you.
  38. An AUP will apply to Cell C Home Connecta Fibre. The AUP can be found on the Cell C website and may be amended from time to time.
  39. Migrations from other existing Cell C mobile products and services to Cell C Home Connecta Fibre is not possible and you will be required to apply and sign-up for Cell C Home Connecta Fibre.
  40. Cell C may amend, modify or otherwise change these Terms and Conditions in its sole and absolute discretion, on notice to you. You will not have a claim against Cell C in this event.
  41. Cell C may amend its pricing from time to time. Cell C must give at least one calendar months' notice of a price increase, which Cell C may effect once the notice period has lapsed. Should the customer object to the price increase, they may cancel the service in accordance with clause 25 above and subject to clause 5 above.
  42. It is important that you understand that all customers who make use of Cell C Home Connecta Fibre do so at their own risk and indemnify Cell C, its directors, affiliates, members, partners, employees, agents, consultants, suppliers, contractors and sponsors against any loss and/or damages, either direct, indirect, consequential or otherwise (including loss of income or profits), arising from their use of Cell C Home Connecta Fibre.
  43. Cell C reserves the right to suspend Cell C Home Connecta Fibre if any illegal and/or abusive and/or fraudulent activity, including the sending of spam emails, is suspected and if the outcome of an investigation proves that such illegal and/or abusive and/or fraudulent activity did occur Cell C will be entitled to terminate the Cell C Home Connecta Fibre with immediate effect.
  44. Cell C will not be held liable for the non-conformance of speed tests conducted over a Wi-Fi connection. Speed tests conducted over a Wi-Fi connection is not recommended due to the fact that Wi-Fi technology operates on an open frequency band and is prone to a lot of environmental interference and noise, the number of devices connected simultaneously causes the Wi-Fi speeds to deteriorate and the Wi-Fi range or distance could also hinder the speed performance. Cell C Home Connecta Fibre subscribers are advised that speed tests for Cell C Home Connecta Fibre must be conducted over the wired fibre connection i.e. Computer must be connected directly to the router via the Ethernet port to determine the actual line speeds of the Cell C Home Connecta Fibre service. In order to run speed test Cell C Home Connecta Fibre subscribers are advised to use [www.speedtest.net](http://www.speedtest.net), select the Cell C server and run the test.
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