

**Device Lock**  
**Business Rules / T&C's**

1. Customer purchases a nominated handset, at a rebate rate, which is network locked to the Cell C network.
2. The re-seller must clearly and expressly explain to the Customer that the handset is network locked and the Customer can refer to the Cell C website for full T&C's (<https://www.cellc.co.za/cellc/terms-conditions>).
3. Customers can access the T&Cs on the Cell C Website for further information: <https://www.cellc.co.za/cellc/terms-conditions>
4. The handset is locked to accept a Cell C SIM only. Only the Cell C network and products will function on the handset. Use of any non-Cell C network SIM will cause the device to lock.
5. By accepting the applicable T&C's in respect of the network locked handset, the Customer may receive marketing information messaging.
6. If a non-Cell C SIM is inserted into the handset, the handset will lock down automatically; accompanied by messaging explaining the cause and providing the recourse for the Customer.
7. Customer must insert a Cell C SIM or call into the Cell C Call Centre on 061 0007 007.
8. A locked handset will allow the handset the ability to make emergency calls , which usage shall be zero rated.
9. Device Lock is valid for 12 months from the month of purchase of the handset meaning that the handset will be network locked to the Cell C network.
10. Customers can however ask to be unlocked in accordance with the following conditions:
  - a. Between Month 0 to 12 from purchase of the handset: Customer can call the Cell C Call Centre on 061 0007 007 who will advise of the process that needs to be followed; which is to ensure a minimum prepaid balance in order for the Call Centre to unlock the handset by activating the Admin VAS Bundle (See clause 15 below for the current unlock VAS Bundle Values).
  - b. No other form of payment will be accepted.
  - c. From Month 12 from purchase of the handset onwards: Customer can call the Cell C Call Centre on 061 0007 007 requesting an unlock, which will be effected immediately. There is no cost associated in this case.
  - d. Unlocking after 12 months is user prompted and not automated.

11. The handset cannot be returned to the Retailer or a Cell C outlet to be exchanged for an unlocked handset. If the Customer wants to return the handset and no longer take part in the Device Lock deal, they must follow the same process for unlocking the device
12. If the Customer wants to return the handset for any other reason, they must follow the Retailer CPA guidelines for a handset return.
13. The Handset cannot be returned under the Out of Box Failure process, save in circumstances of a valid Out of Box Failure.
14. The Retailer outlet or Cell C outlet will not provide any refunds for the handset.
15. Current Handset Models under the Device Lock programme

<b>Device</b>
Hurricane Flame+ Gold
Hurricane Iris
Mobicell Hero
Samsung A2 Core

16. Unlock fees

<b>Device</b>	<b>Unlock Voucher Fee</b>
Hurricane Flame+ Gold	R 85
Hurricane Iris	R 75
Mobicell Hero	R 90
Samsung A2 Core	R 157