

Full Version

Business Rules / T&C's

1. Customer purchases a nominated handset, at a rebate rate, with Knox Guard pre-loaded.
2. Re-seller must clearly and expressly explain to the Customer that the handset is pre-loaded with Knox Guard and the Customer can refer to the Cell C website for full T&C's (<https://www.cellc.co.za/cellc/terms-conditions>).
3. Customer must accept the T&C's on the handset before operating.
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 a competitor network will cause the device to lock.
5. By accepting the T&C's the Customer will receive marketing information messaging during the use of Knox Guard – there can be no OPT OUT option to decline the T&C's.
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. Knox Guard will allow the handset the ability to make emergency calls as well as a dedicated call centre number, 061 0007 007, which usage shall be zero rated.
9. The Knox Guard is valid for 36 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 through the following conditions:
 - a. Month 0 to 12 from purchase: 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 of R157 in order for the Call Centre to unlock the handset by activating the Admin VAS Bundle.
 - b. No other form of payment will be accepted.
 - c. Month 12 to 36 from purchase: Call the Cell C Call Centre on 061 0007 007 requesting an unlock, which will be completed immediately.
 - d. There is no cost associated after 12 months.
 - e. Unlocking after 12 months is user prompted and not automated.
11. The handset cannot be returned to the Retail 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 Knox Guard deal they must follow the same process for unlocking the device or
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, unless it is valid Out of Box Failure
14. The Retailer outlet or Cell C outlet will not provide any refunds for the handset