



EasyChat Megabonus

TERMS AND CONDITIONS

It is important that you understand and agree to these terms and conditions for the Easy Chat Product

All standard Terms and Conditions of Cell C and Cell C Service Provider and Telestream Communications (Pty) Ltd (Hello Mobile) apply to the product.

All prices and usage rates advertised include VAT, unless otherwise stated.

Activation

1. Customer need to migrate to this product using the *147# platform.
2. Customers will be billed on a per second basis;
3. The rates indicated in the table below are fixed and apply at any time of the day:

4. EASYCHAT TARIFF PLAN

Billing increments	Per Second Billing
Voice Calls - Flat Rate to any Network, Anytime - Per Minute	
Hello Mobile to Hello Mobile or Cell C	R1,50
Hello Mobile to Other / Fixed	R1,50
Messaging	
SMS/MMS local (per message)	R0,50
SMS international (per SMS)	R0,99
Data/MB	
Data (Out-of-bundle)	R0.79/MB
Data (In-Bundle)/MB	15c/MB - when a data bundle is purchased
International	
International calls	As per International calling zones

Migration

1. Customers will be allowed to migrate to another prepaid tariff by dialing *147# and selecting option 1, or by calling 141 and following the voice prompts.



2. The first migration of the month is FREE. Any subsequent migrations in the month will be charged at R5 per migration.
3. SIM Swaps
4. If a customer's SIM card is lost, stolen or damaged, the customer can perform a SIM Swap using a new Hello Mobile starter pack.
5. All bundles and airtime will be transferred to the new SIM Card when a SIM Swap is performed.

General

1. The product and any bonus benefits can only be used for private and personal use and cannot be used for commercial purposes. The customer agrees that the product and/or benefits shall not be resold and/or used for purposes of least cost routing, SIM boxes, international bypass, payphones, WASP services or call centers. Failure to adhere to this condition shall be a breach of these product terms and conditions and Hello Mobile and Cell C shall have the right to immediately suspend the product and all bonus benefits.
2. Hello Mobile and 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. Hello Mobile and Cell C will notify you before they amend or otherwise changes the terms and conditions. By continuing to participate in and/or purchase the product, you agree and understand that you will be bound by the amended terms and conditions.
3. Hello Mobile and Cell C and any of its agents, directors, affiliates, members or employees shall not be responsible in any way for claims, loss or damages (either direct, indirect, consequential or otherwise), arising from customers' use of the product.
4. Hello Mobile and Cell C has the right to withdraw the product, in its sole discretion and absolute discretion and will notify customers if it chooses to do so. Customers will not have a claim against Hello Mobile and Cell C in this event.

Terms and Conditions: MegaBonus

1. It is important that you understand and agree to these terms and conditions for the MegaBonus promotion ("the promotion").



2. All standard Terms and Conditions of Cell C and Cell C Service Provider and Telestream Communications (Pty) Ltd (Hello Mobile) apply to the product.
3. All prices and usage rates advertised include VAT, unless otherwise stated.

Activation/Tariff Plan

1. The MegaBonus promotion starts on 1 January 2015 at 00:00:01 and ends on 31 March 2015 at 24:00:00 (“the promotional period”).
2. New customers will be required to RICA a Cell C starter pack before activation.
3. New customers will be defaulted to the 99c For Real tariff plan and are required to migrate to the MegaBonus promotional tariff plan by dialling *108#.
4. Customers that port to Cell C will be defaulted to the 99c For Real tariff plan and are required to migrate to the MegaBonus promotional tariff plan by dialling *108#.
5. Existing Cell C Prepaid customers can migrate to MegaBonus via USSD on both; *147# Menu as well as the direct *108# USSD code.
6. Customers will be billed on a per second basis (1:1) on the MegaBonus tariff plan.
7. The Promotion is only available to new and existing Prepaid customers.
8. The rates indicated in the table below are fixed and apply at any time of the day:

MegaBonus Tariff Plan Rates

Billing increments	Per second billing
Voice Calls - Flat Rate to any Network, Anytime - Per Minute	
Hello Mobile to Hello Mobile Cell C	1,5
Hello Mobile to Other/Fixed line	1,5
Messaging	
SMS/MMS local (per message)	0,5
SMS international (per SMS)	0,99



Data/MB	
Data (out-of-bundle)/MB	R1.00/MB
International Calls	
International calls	As per international calling rate

Recharge with MegaBonus

1. Customers that migrate to the MegaBonus promotional tariff plan will automatically receive two times the value of their recharge in bonus airtime. The recharge bonuses table below are fixed and apply at any time of the day:

Recharge	Get Free	Total	Valid For
R5	R10	R15	3 days
R10	R20	R30	3 days
R20	R40	R60	3 days
R25	R50	R75	3 days
R30	R60	R90	3 days
R35	R70	R105	3 days
R50	R100	R150	3 days
R60	R120	R180	3 days
R70	R140	R210	3 days
R100	R200	R300	5 days
R120	R240	R360	5 days
R150	R300	R450	5 days
R200	R400	R600	5 days
R300	R600	R900	5 days
R500	R1 000	R1 500	5 days
R999	0	Unlimited any net calls; 1000 SMS, 1000 MG	30 days

2. Customers on the MegaBonus promotional tariff plan will not receive SUPCHARGE benefits when recharging.
3. Minimum recharge value to receive the MegaBonus airtime benefit is R5.



4. Variable vouchers above R5 will also receive MegaBonus benefits, e.g. Recharge with R7 and get R7 airtime plus R14 MegaBonus value.
5. Customers will receive the face value of the recharge value as well as the FREE bonus airtime upon recharging as per the table above.
6. All FREE bonus airtime value will deplete as per the MegaBonus tariff plan rates as mentioned above.
7. All bonus airtime value will be valid for 2 days from the time the airtime bonus is awarded. For the avoidance of doubt the following example provides clarity on the validity period.
 - a. Example: The customer recharges with R5, on successful recharge on MegaBonus, the customer will receive R10 FREE bonus airtime value to use for Hello Mobile to Hello Mobile or Cell C calls & SMSs and Data usage. The FREE bonus airtime value (R10) will expire in 2 days from the date of bonus airtime value credit. If the recharge was performed on the 20th August 2014 the day of recharge is counted as Day 1, and midnight of the following day is regarded as Day 2. At midnight all unused FREE bonus value will be forfeited.
8. The receipt of a subsequent bonus as a result of another recharge will extend the expiry of any existing remaining bonus value to that of the latest expiry date (either the expiry date as a result of the first recharge, or that of the second, whichever is the latest), i.e. the expiry date either of the first recharge bonus amount or the new bonus amount will be used for the combined value, depending on which date gives the customer the longest period to use. (In order for the bonus value to be summed and extended to the latest expiry date the previous value must still be within a validity period to qualify).
9. Any bonus value not used during the applicable validity period will expire permanently.
10. Any non-airtime recharge such as an C Transfer, C Advance, All-In-One voucher, R39 SMS voucher, prepaid data package or bundle purchase is specifically excluded from qualifying a customer for a the airtime recharge bonus reward. Only airtime recharges qualify for the airtime bonus value.
11. The MegaBonus airtime value cannot be consumed for any off-net voice usage, any premium rated usage, content purchases, VAS/Data bundles or any bundles or international call/SMS the airtime value can only be consumed for Hello Mobile to Hello Mobile or Cell C Calls and SMS or Data.
12. The bonus airtime carries a validity period and all bonus airtime not consumed within that period will be forfeited.

Validity/Expiry

- 1 The promotional is valid from 1 January 2015 until 31 March 2015.



- 2 All bonus airtime value will be valid for 2 days from the time the airtime bonus is awarded
- 3 Subsequent recharges within the original validity period will consolidate the bonus value (old plus new) and extend the expiry date to the new voucher expiry (latest or longest voucher expiry).

Migrations

All customers wanting to migrate either in or out of the MegaBonus promotional tariff plan can do so via *108# or *147# USSD menu's, the following business rules apply to all migrations;

Migration out:

Customers will be allowed to migrate to other Prepaid tariff plans e.g. 99c For Real; the customer will however lose all the associated benefits that are applicable on the MegaBonus promotional tariff plan thereafter. Any available recharged airtime balances (paid for airtime, data bundles, campaign benefits and C-Advance values) will be migrated as well. The only benefit that is forfeited is the available FREE bonus airtime value.

Migration in:

Existing Hello Mobile customers wanting to migrate to the MegaBonus promotional tariff plan will be allowed. Current migration rules apply. Customers will lose all SUPACHARGE benefits if applicable on migration. Customers will thereafter receive the FREE bonus airtime value on recharges.

Migration Fee:

The first migration in the month is FREE, any subsequent migrations are charged at R5 per migration.

General

- 1 Any valued added services added to the account will be deducted from the customer's airtime.
- 2 All Premium rated calls, SMSs and MMSs will be charged as out of bundle usage.



- 3 Customers will be allowed to do a SIM swap by using a Hello Mobile Starter pack.
- 4 The current SIM swap rules for Hello Mobile customers apply.
- 5 All Prepaid benefits will be transferred to the new SIM when a SIM swap is performed.

Exclusions

1. The MegaBonus tariff plan and Recharge MegaBonus promotion is only available to Prepaid Hello Mobile and Cell C Customers
2. The bonus airtime value is only available for on-net national local usage only, the following usage types are excluded:
 - a. International and Premium Rated SMSs and MMSs will be charged at out of bundle usage.
 - b. International Calling will be charged at the international rates.
 - c. All premium rated services, content services, WASP services, VASs, Bundle purchases and VAS services cannot be subscribed to using the Bonus Airtime value.
 - d. Out of bundle usage will be depleted from the Customers airtime account.
3. The MegaBonus tariff plan and the associated MegaBonus recharge promotion are not available to customers who are on any CST, WASP and/or LCR (least cost routing) products/services.
4. The MegaBonus benefits may not be used in conjunction with any other promotion included in other Cell C's products to generate additional benefits. Cell C will regard this act as a fraudulent activity and will suspend the service immediately pending an investigation.
5. MegaBonus is available to customers for personal usage whether they are individual or belong to a corporate or business account held at Cell C on Prepaid. This product is not to be consumed for commercial usage or any form of on-seller usage where the customer uses this product and charges for the service.

General

1. The promotion and any benefits can only be used for private and personal use and cannot be used for commercial purposes. The customer agrees that the product and/or benefits shall not be resold and/or used for purposes of least cost routing, SIM boxes, international bypass, payphones, WASP services or call centres. Failure to adhere to this condition shall be a breach of these product terms and conditions and Hello Mobile and



Cell C shall have the right to immediately suspend the product and all benefits.

2. Hello Mobile and 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. Hello Mobile and Cell C will notify you before they amend or otherwise changes the terms and conditions. By continuing to participate in and/or purchase the product, you agree and understand that you will be bound by the amended terms and conditions.