



Emergency Airtime

TERMS AND CONDITIONS

1. It is important that you understand and agree to these terms and conditions before you use Hello Mobile and Cell C's Emergency Airtime Service:
2. All standard Terms and Conditions of Cell C and Cell C Service Provider and Telestream Communications (Pty) Ltd (Hello Mobile) apply to the Emergency Airtime Service ("the service").
3. All prices and usage rates advertised include VAT, unless otherwise stated.
4. The service is available to Hello Mobile and Cell C Prepaid customers who have recharged with at least R30 (thirty rand) per month for the last 6 (six) months and who have been active on the Hello Mobile and Cell C network for 6 (six) months or more.
5. A customer, who has run out of airtime, can use the service to obtain emergency airtime.
6. The airtime denominations available will be R5, R10, R25, R50 or R100.
7. Customers will be presented with the airtime denominations that they qualify for based on their profile.
8. A flat fee for the service ("Service Fee") of R1.00 (one rand) will be charged by Hello Mobile and Cell C per Advance when the customer uses the service.
9. The total amount payable by the customer will be the Service Fee together with the amount of airtime that has been provided to the customer ("the total value"). The customer will be liable to pay the total value. When the customer recharges, the total value must be paid. For example, if a customer uses the service and is provided with R5.00 airtime, the customer will be liable to pay R5.00 (airtime amount) plus R1.00 (Service Fee) which equals R6 (total value to be paid)
10. Should the customer recharge with a lower denomination than that of the total value, the full amount of the recharge will be deducted until the full cumulative value of the airtime has been paid.
11. A customer will only be allowed to use the service again once the previous total value has been paid by the customer.
12. The customer can dial *147# or *147*7# to access the service.
13. The customer can pay for the service (i.e. the total value) by loading Cell C airtime.



14. The airtime provided with the service can be used to make voice calls, send SMSs and MMSs or use Data, but cannot be used for any premium rated content or services.
15. No recharge bonuses or promotions will be provided to the customer in terms of the service. In other words, products and promotions like SUPACHARGE and MEGABONUS will not be applicable to the airtime provided to the customer.
16. 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 service, you agree and understand that you will be bound by the amended terms and conditions.
17. As and when necessary, you consent to us obtaining, using, storing and/or disclosing your personal information provided to us to our agents and/or consultants and/or trade partners and/or Service Providers, but only to the extent necessary and in order to provide seamless and proper services to you.
18. 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 service.
19. Hello Mobile and Cell C has the right to withdraw, or shorten the duration of the service, or amend the service fee in its sole discretion and absolute discretion and will notify customers if it chooses to do so. Customers will not have a claim against Cell C in this event.