



Free data on WhatsApp

TERMS AND CONDITIONS

- 1 It is important that the customer understands and agrees to these Terms and Conditions.
- 2 The free data on the WhatsApp service ("the Promotion") is available to all Hello Mobile Customers on the MegaBonus plan.
- 3 All other Prepaid plans have to migrate to MegaBonus to benefit from the Promotion.
- 4 All standard Terms and Conditions of Cell C (Pty) Ltd and Cell C Service Provider (Pty) Ltd and Telestream Communications (Pty) Ltd (Hello Mobile) apply.
- 5 The promotion has been extended until 30 June 2015.
- 6 Existing Hello Mobile Prepaid customers on other Prepaid plans, New & port-in customers that want to benefit from the Promotion, can simply dial *108# to migrate to MegaBonus and get access to the Promotion.
- 7 Standard RICA rules and processes apply for new and port-in customers.
- 8 Customers that migrate out of the MegaBonus plans will automatically forfeit access to the Promotion and will be charged for data usage on WhatsApp according to their tariff plan rates and rules.
- 9 BlackBerry internet service plans Fair Usage Policy (FUP) applies to BlackBerry OS6 and OS7 customers for WhatsApp usage.
- 10 Customers on the BlackBerry 10 handsets will automatically get access to the WhatsApp Promotion if they are activated on the qualifying plans.
- 11 Where the WhatsApp application is downloaded from an iStore, Google Store, Play Store, BlackBerry store or any other App store, customers will be charged at applicable tariff plan rates for the data when downloading the WhatsApp application. Thereafter customers on the qualifying plans will benefit from the Promotion.
- 12 All customers must be active and have a positive balance (at least a minimum balance of 1c) to get access to the FREE WhatsApp Promotion
- 13 Any numbers that are hard locked or blacklisted will not be able to access the Promotion.
- 14 This Promotion may be accessed by existing and new (including ported numbers) customers on selected Prepaid plans.
- 15 Unless otherwise notified, all data traffic on the Promotion will be free to the customer irrespective of the content including sending of text messages, pictures, files, short videos and voice messages.
- 16 You must be aware that a Fair Usage Policy (FUP) will apply to the Promotion with a maximum of 10GB per subscriber per month. Should a customer exceed this usage, any further usage will be charged at 15c per MB.



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- 17 Where a FUP is applied, there shall be no carry-over of unused free data on WhatsApp into the new month
- 18 Customers will receive the monthly FUP allocation of WhatsApp data in the new month that will be valid for WhatsApp usage in that month
- 19 Cell C and Hello Mobile reserves the right to change the fair usage limit on reasonable notice to customers
- 20 WhatsApp will only be FREE for local usage
- 21 The applicable tariff plan rates for any other local data usage shall apply, data will only be free for WhatsApp usage during the promotional period.
- 22 FREE data on WhatsApp is not available to customers who are on any CSTs, WASP and/or LCR (Least Cost Routing) products/services.
- 23 The Promotion does not cover the customer's WhatsApp subscription should WhatsApp decide to charge for access to the application in the near future. Currently access to the WhatsApp application is free however the data usage is charged by the network the customer is subscribed to. Hello Mobile and Cell C will not charge customers on the qualifying Hello Mobile and Cell C plan for data usage while they are using WhatsApp. A FUP shall apply to prevent abuse of service.
- 24 Where WhatsApp launches new services and does not inform Hello Mobile and Cell C within a reasonable period, customers will be charged for these services and Hello Mobile and Cell C will not be held liable. Hello Mobile and Cell C will ensure that it makes every effort to prevent this from happening however does not have full control of this service due to it being a third party service.
- 25 By registering for WhatsApp, Hello Mobile and Cell C customers agree to abide by the WhatsApp policies and conditions available on <http://www.whatsapp.com/legal/>
- 26 Hello Mobile and Cell C will not be held liable for any content that is of an offensive or explicit nature.
- 27 Your connection speed will depend: on the speed stick, WiFi router or device used, the coverage in your area and the network conditions. Visit <http://www.cellc.co.za/coveragemap> for the Cell C coverage map or call the call centre on 084140 for general queries, or visit a Cell C or Hello store.
- 28 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. We will notify you before Hello Mobile and Cell C amends or otherwise changes the Terms and Conditions. By continuing to participate in the promotion, you agree and understand that you will be bound by the amended Terms and Conditions.



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- 29 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 your use of the Promotion.
- 30 Hello Mobile and Cell C reserves the right to suspend your access to the Promotion when any fraudulent activity is suspected and if the outcome of an investigation proves that fraudulent activity did occur, Cell C shall be entitled to terminate the Promotion.
- 31 Hello Mobile and Cell C has the right to withdraw the Promotion or shorten the duration of the availability of this the Promotion, in its sole 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.