



# SUPACHARGE

## TERMS AND CONDITIONS

It is important that you understand and agree to these terms and conditions for the SUPACHARGE Product ("the product").

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

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

### **Standard RICA rules and processes apply**

1. SUPACHARGE is a product that automatically rewards all Prepaid Customers on Hello Mobile with FREE bonus Hello Mobile /Cell C to Hello Mobile/ Cell C Minutes, SMS and Data every time every time they recharge.
2. Customers subscribed to the following Prepaid tariff plans automatically receive SUPACHARGE benefits when they recharge:
  - a. 99c For Real
  - b. Call Per Second
  - c. AllDay
  - d. Standard
3. Hello Mobile customers who recharge with Cell C airtime will receive the value of the Cell C airtime recharged with and will also be entitled to receive bonus benefits in accordance with the terms and conditions of the SUPACHARGE product.
4. Upon recharge customers receive the recharged airtime plus bonus Hello Mobile to Hello Mobile or Cell C minutes, bonus Hello Mobile to Hello Mobile or Cell C SMSs and bonus data ("bonus benefits") to use within the specified validity period as indicated in the table below:

### **FREE VALUE**

1. **Unlimited On Net**
  - a. The table above displays the bonus benefits per voucher band over and above the rand value of the customer's initial recharge.



- b. When a customer recharges, the rand value credited can be used for any service offered by Cell C. Current recharge rules apply.
  - c. Recharge vouchers have no expiry. The bonus benefits have expiry dates/validity periods based on the value recharged.
  - d. As an example, a customer who recharges with R5 Cell C airtime, will receive R5 airtime in addition to bonus benefits of 4 Cell C to Cell C minutes, 4 Cell C to Cell C SMSs and 4MB data.
  - e. The bonus benefits will expire at midnight of the day of the recharge for the R5 Voucher. Refer to the SUPACHARGE recharge table for the validity across all other recharge vouchers.
  - f. Bonus Hello Mobile to HM Cell C minutes can only be used for calls made to other Hello Mobile or Cell C cell numbers and cannot be used to call: a. numbers on other networks; b. landlines; c. international numbers; or d. any premium rated service (including IVRs, content, subscriptions services).
2. Bonus Hello Mobile to Hello Mobile or Cell C SMSs can only be used to send SMSs to Hello Mobile or Cell C numbers and cannot be used to send SMSs to: a. numbers on other networks; b. international numbers or; c. any premium rated service (including content, subscriptions services).
3. Bonus data can only be used when the customer is on the Cell C network or on the network of Cell C's South African roaming partners within South Africa
4. The period for using the bonus benefits is stipulated in the table above and any unused bonus minutes, SMSs or data will be permanently forfeited once the bonus benefits have expired.
5. If a customer recharges while they still have unexpired bonus benefits, Hello Mobile and Cell C will add the unused bonus benefits together with the new bonuses and the latest expiry date (which could be either that of the unused bonus or of the new bonus will be applied to the new bonus benefits balance. For example, if a customer recharges with R25 on Monday, the customer will receive R25 airtime plus 25 bonus Hello Mobile to Hello Mobile or Cell C minutes, 25 bonus Hello Mobile to Hello Mobile or Cell C SMSs and 25MB data. The bonus value will be valid for 2 days. If the customer then recharges with R35 on Tuesday (i.e before the expiry of the R25 bonus benefits) the unused bonus benefits for the R25 recharge will be added to the bonus benefits of the R35 recharge. The total bonus benefits (ie unused R25



recharge bonus benefits and new bonus benefits for the R35 recharge) will be valid for 2 days from the Tuesday (using the R35 recharge bonus validity period). Hello Mobile and Cell C will only add up the bonus benefits (minutes, SMS and data) and will expire the total bonus benefits on the latest expiry date, being Thursday in the above example.

6. The exception to the rule above relates to customers who recharge with R500 or more and who receive the bonus unlimited Hello Mobile to Hello Mobile or Cell C minutes which will be valid for 30 days.
7. The validity period for using the bonus unlimited Hello Mobile to Hello Mobile or Cell C minutes will not be extended by a subsequent recharge (irrespective of the denomination of the recharge).
8. The bonus unlimited Hello Mobile or Cell C to Hello Mobile or Cell C minutes will expire permanently after 30 days.
9. Customers will receive the bonus benefits for each individual recharge denomination loaded and not for the accumulation of recharges. For example, if a customer purchases two R50 vouchers, the customer will not receive the bonus benefits for a R100 recharge and will receive the bonus benefits for two R50 recharges (i.e 2 x 50 Hello Mobile to Hello Mobile or Cell C minutes, 2 x 50 Hello Mobile to Hello Mobile or Cell C SMS and 2 x 50MB data).
10. If the customer has an existing data bundle, All-In-One voucher value or other promotional Hello Mobile or Cell C to Hello Mobile or Cell C minutes or SMSs, in addition to the bonus benefits, the SUPACHARGE bonus balances will be used first when making a Hello Mobile to Hello Mobile or Cell C call, sending a Hello Mobile to Hello Mobile or Cell C SMS or using data.
11. Bonus benefits will not be awarded to customers for SMS vouchers, All-In-One vouchers and any Prepaid Data Voucher or Bundle purchased, C Advance and C Transfer transactions
12. Customers can dial \*101# to check their airtime balance and bonus benefits balance. Should a customer want to view their detailed balances, customers can dial \*147#.



13. Bonus Hello Mobile to Hello Mobile or Cell C minutes, Hello Mobile to Hello Mobile or Cell C SMSs and Data cannot be transferred to other customers.
14. In cases of high usage and/or abuse of the bonus unlimited Hello Mobile to Hello Mobile or Cell C minutes (applicable to recharges of R500 or more) Cell C reserves the right to impose a fair usage limit on notice to customers. Once the fair usage limit has been reached, customers shall be charged at the then applicable rates for all calls made (the rates that will apply shall be based on the tariff plan the customer is subscribed to).
15. The product and bonus benefits can only be used for private and personal use and cannot be used for commercial purposes. The customer agrees that bonus benefits (including the unlimited bonus Hello Mobile to Hello Mobile or Cell C minutes for recharges of R500 or more) 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 all bonus benefits. In this event, the customer shall forfeit all unused bonus benefits.
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 product, you agree and understand that you will be bound by the amended terms and conditions.
17. 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.
18. Hello Mobile and Cell C has the right to withdraw, or shorten the duration of 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.