



## C-FIBRE CONNECTOR FREQUENTLY ASKED QUESTIONS

### 1. What is C-Fibre Connector?

C-Fibre Connector is a converged tariff plan offering uncapped fibre, mobile voice, mobile data, SMS and mobile

Wi-Fi calling. C-Fibre Connector tariff plans presents Cell C with the opportunity to extend an-all-in-one service

offering, addressing the voice and data connectivity needs of your family in the home, office and on the go. In addition Wi-Fi calling provides an indoor voice calling solution for rooms with poor mobile reception.

### 2. Where can I sign up for C-Fibre Connector?

C-Fibre Connector is available through the following channels:

- Cell C Fibre Field sales team which you can email at [myfibre@cellc.co.za](mailto:myfibre@cellc.co.za);
- Cell C Fibre Telesales team which you can contact on 084 145 or email at [Fibredirect@cellc.co.za](mailto:Fibredirect@cellc.co.za);
- Through our online channel, namely online sales channel, which can be accessed at

<https://www.cellc.co.za/cellc/c-fibre>;

- Cell C Business Sales Channel which you can contact on 084 194 4000 or email [BusinessSales@cellc.co.za](mailto:BusinessSales@cellc.co.za);
- Through select Cell C stores which can be viewed at <https://www.cellc.co.za>.

### 3. On which tariff plans is C-Fibre Connector available on?

- C-Fibre Connector is available on Hybrid and Post-paid tariff plans.
- Customers signing up for C-Fibre Connector on a post-paid tariff plan will be credit vetted and RICA will apply to the Mobile SIM cards.

### 4. What are the benefits of the new C-Fibre Connector plans?

C-Fibre Connector tariff plan provide subscribers with the following inclusive benefits;

- Unlimited, unrestricted and unshaped fibre;

C-Fibre Connector mobile offering;

- 1000 Any-net voice minutes per SIM per month
- 2GB of mobile data per SIM per month

- 500 Any-net Wi-Fi calling minutes per SIM per month
- 300 SMSs per SIM per month
  
- Free Wi-Fi Router valued at R 1,699 inclusive of VAT, subsidised by Cell C, subject to a pro-rated claw back\*;
- Free installation starting from R 862.50 inclusive of VAT. Please note that this value will vary depending on the fibre network and will be subsidised by Cell C, subject to a pro-rated claw back\*; (Free installation is limited to the standard Installation provided by the fibre network operator. Any additional installation requirements outside of the standard Installation will be for the customer's account);
- Free connection starting from R 575 inclusive of VAT. Please note that this value will vary depending on the fibre network operator and will be subsidised by Cell C, subject to a pro-rated claw back\*;
- FREE personalised device set-up;

\*A 24 month pro-rated clawback in the event of an early cancellation of the contract, i.e. the customer will be liable for the outstanding pro-rata amount of the installation, connection and Wi-Fi router (as applicable) should they cancel the contract within the first 24 month period from the service activation date.

#### 5. What is the contract duration on C-Fibre Connector?

- Notwithstanding the date of the fibre installation, the use of the C-Fibre Connector tariff plans will be on a month to month basis, until such time as C-Fibre Connector is cancelled.
- A 24 month pro-rated clawback in the event of an early cancellation of the contract, i.e. the customer will be liable for the outstanding pro-rata amount of the installation, connection and Wi-Fi router (as applicable) should you cancel the contract within the first 24 month period from the service activation date.

#### 6. Is C-Fibre Connector bundled with a mobile handset?

The C-Fibre Connector mobile service is offered on SIM only basis and a mobile handset is not included as part of the service. The customer may purchase the mobile handset separately.

#### 7. Can an existing Cell C mobile voice customer migrate to C-Fibre Connector?

Migration of existing Cell C mobile voice tariff plans to C-Fibre Connector is allowed, however the Cell C mobile voice tariff plan will first be migrated to a pre-paid tariff plan, as customers are first required to settle any outstanding pro-rata clawback amounts owing on their mobile handsets, before their existing Cell C mobile line can be converted to the C-Fibre Connector tariff plan.

### 9. Are C-Fibre Connector mobile SIM cards offered on post-paid or hybrid tariff plan?

C-Fibre Connector mobile SIM cards are available on a hybrid tariff plan and should the subscriber run out of the inclusive benefits, they can either go out of bundle or they can purchase a top-up bundle provided the SIM card is recharged with airtime to their airtime wallet. This means that after utilising the inclusive benefits, you will have complete control of your spend. You can add additional bundles at any time through [www.cellc.co.za](http://www.cellc.co.za) or the Cell C App.

### 10. Will I be able to start using the service as soon as I sign up for it?

- No, to activate C-Fibre Connector service, a customer first needs to be activated on the fibre service. C-Fibre Connector service will be in a pending state until the fibre installation is complete and activated.
- RICA, Port-IN and Shipping of C-Fibre Connector mobile SIM cards and Wi-Fi Router will only be initiated once the fibre has been installed and the fibre service has been activated and not prior to this happening.

### 11. What happens when I deplete my inclusive benefits?

The fibre service offers uncapped access to the internet for the month. However the C-Fibre Connector mobile SIM cards are available on a hybrid tariff plan and should the subscriber run out of the inclusive mobile benefits, they can either go out of bundle or they can purchase a top-up bundle provided the SIM card airtime wallet is recharged with airtime.

### 12. Which numbers can I call using my inclusive any-net voice minutes?

- The inclusive mobile voice and Wi-Fi calling minutes will be applicable across all local mobile networks including national roaming.
- Cell C will not be liable for charges incurred where the subscriber dials non-qualifying numbers. Qualifying numbers include all numbers that are serviced by National Mobile Operators, including Telkom and Neotel fixed lines in South Africa and will be billed at applicable out of bundle rates, provided the C-Fibre Connector customer has sufficient airtime in their mobile airtime wallet.
- All international calling and premium rated calls will be excluded from the inclusive C-Fibre Connector mobile voice benefit. This usage will be billed at the applicable out of bundle rate, provided the C-Fibre Connector customer has sufficient airtime in their airtime wallet.
- Community Service Telephones, Low Cost Routing and WASPs/Premium Rated Services will be billed at applicable out of bundle rates, provided the C-Fibre Connector customer has sufficient airtime in their airtime wallet.

**13. Can I use my inclusive data benefit when roaming internationally?**

- The inclusive mobile data benefit 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.
- Data consumption while roaming internationally will not deplete from the inclusive mobile data. International roaming Data rates will apply and this usage will be billed at the applicable out of bundle rate, provided the C- Fibre Connector customer has sufficient airtime in their airtime wallet.

**14. Is C-Fibre Connector eligible for Multi SIM and dual device?**

No, the individual mobile SIM cards provided on C-Fibre Connector plans have inclusive benefits allocated per SIM card and are not eligible for dual SIM and dual device.

**15. Will I pay a SIM and connection fee for every mobile SIM card offered on C-Fibre Connector?**

No, the SIM and connection fee is not applicable.

**16. Can I Port-In my mobile number to Cell C to take up this offer?**

- Yes, Port-IN of numbers will be allowed for customers porting from other mobile operators to the Cell C C- Fibre Connector tariff plan.
- Port-IN will be applicable to C-Fibre Connector mobile SIM cards only.
- Port-IN will only be initiated once the fibre line is active.
- Port-IN shall only be initiated by the C-Fibre Back Office Administrator once the fibre line is active.

**17. Can I roll-over the remaining inclusive data benefit to the following month (only applies to the mobil SIM cards)?**

1. The inclusive benefits are valid for 60 days and does not rollover automatically.
2. Cell C will allow customers who have data that is about to expire, the ability to buy additional time and in doing so, extend the validity of their data bundle before it expires.
3. Customers will only pay for an extension of the expiry date, no additional data will be added.
4. The additional time period purchased will be added to the existing expiry date and not from the time the rollover is purchased.
5. You have the option to extend your data by 1 day, 7 days or 30 days.
6. To rollover data, the following tools are available to you;



- a. Download the Cell C App on your Android or iPhone smartphone to register and go to “Data Bundle Rollover” under the “Services” menu;
- b. Or register for Cell C online self-service and go to “Data Bundle Rollover” under the “My Bundles” menu;
- c. Or dial USSD Code \*147# and select Option 4 “Bundles #EXTRA GIGS#”.

### 18. Can I transfer data to someone else (only applies to the mobile SIM cards)?

1. **C-FIBRE CONNECTOR MOBILE** customers will be allowed to transfer data from one user to another on the same network.

2. To transfer data, the following tools are available to you;

- a. Download the Cell C App on your Android or iPhone smartphone to register and go to “Send Data” under the “Services” menu;
- b. Or register for Cell C online self-service and go to “Send Data” under the “My Bundles” menu;
- c. Or dial USSD Code \*147# and select Option 3 “Data & Airtime Share”.

3. The following data transfer options are available to you:

- a. 1GB data transfer limit per customer per day.
- b. A maximum of 3 data transfers per customer per day.

### 19. How do I manage my out of bundle usage to eliminate bill shock (only applies to the mobile SIM cards)?

7. The regulations aim to protect customers from being billed out of bundle rates which leads to bill shock. The requirements differ for post-paid and Hybrid customers. Through the “Out Of Bundle Usage control” service the customer will be able to choose if they want to be billed any out of bundle charges for data, voice or SMS usage individually. Customers can choose to have no out of bundle usage or set themselves a Rand value or choose no specific limit. The following changes will apply to C-Fibre Connector Mobile tariff plans:

- a. For post-paid customers, the limits will apply to charges that will be added to their bill.
- b. For Hybrid customers, the limits will apply to charges that are deducted from available on the customers GPA (General Purpose Account).

8. According to the regulations, hybrid customers can, by default, be charged out of bundle for voice and SMS,



BUT cannot by default be charged for out of bundle data charges (i.e. they must opt in).

9. If a customer selects no remain opted out for data out of bundle charges they must always have a data bundle

to be able to access the Internet.

10. For Hybrid customers the default settings for out of bundle usage on activation will be as follows:

- a. Data – allow out of bundle
- b. Voice – allow out of bundle
- c. SMS – allow out of bundle

11. According to the regulations, post-paid customers can by default, be charged out of bundle for voice, SMS and data, BUT must be given the option to select to not be billed out of bundle rates for voice and SMS (i.e. they will only be able to use these services if they have an inclusive or add-on bundle to deplete from). Data is not covered for post-paid customers but is covered Hybrid customers. For post-paid customers the default settings on activation will be:

- a. Data – allow out of bundle
- b. Voice – allow out of bundle
- c. SMS – allow out of bundle

12. C-FIBRE CONNECTOR MOBILE customers are required to self-manage their out of bundle spend for Data, Voice and SMS, in order to help you manage how much you can spend on your account.

13. To self-manage your out of bundle usage limit, the following tools are available to you;

- a. Download the Cell C App on your Android or iPhone smartphone to register and go to “Manage Limit” under the “Services” menu;
- b. Or register for Cell C online self-service and go to “Manage Limit” under the “My Services” menu;
- c. Or dial USSD Code \*147# and select Option 1 “Manage Account”.

14. Should a customer select to remain opted out for data out of bundle charges, they must always have a data bundle to be able to access the Internet.

15. The following options are available to you, to manage out of bundle usage limits:

**HYBRID CUSTOMERS**



- a. Set out of bundle spend to “Unlimited”, which means that you will be able to use services when you do not have a bundle loaded. ☑ Out of bundle charges will be deducted from any available airtime in the customers GPA account. ☑ Out of bundle charges will be deducted until your GPA balance reaches Zero Rands. At this point you will need to recharge with airtime to continue using services.
- b. Set a defined Rand value for out of bundle spend limit (in units of 10), which means that you will be able to spend up to that value on out of bundle charges.
- c. Out of bundle charges will be deducted from any available airtime up to the selected value.
- d. Out of bundle charges will be deducted until the out of bundle spend reaches the defined value OR your GPA balance reaches Zero Rands. ☑ Where your airtime is depleted prior to the out of bundle spend value being reached usage won't be allowed until you recharges with airtime (i.e. there is no way you can continue usage until they recharge).
- e. The value selected can be higher than your available airtime BUT charges will BE capped to the available airtime.
- f. Set to have no out of bundle spend buy entering R0, which means you always need to have a
  - bundle active to make use of the service.
  - No out of bundle usage will be allowed.
  - No out of bundle charges will be incurred by the customer or deducted from their available airtime.

This will impact customer experience due to the fact that customers will be cut off if they are on a call or internet session and they run out of inclusive bundle value.

#### **POST-PAID CUSTOMERS**

- a. Set out of bundle spend to “Unlimited”, which means that you will be able to continue using your services when your inclusive benefits are depleted and you do not have a bundle loaded.
  - Out of bundle charges will be added to your monthly bill.
  - Your “exposure” will be covered by your Credit and Bill Limit.
- b. Set a defined Rand value for out of bundle spend limit (in units of 10), which means that you will be able to spend up to that value on out of bundle charges.
  - Out of bundle charges will be added to your monthly bill.
  - The value selected can be higher than your Bill Limit, BUT charges will BE capped and you won't be able to spend higher than your Bill Limit.

c. Set to have no out of bundle spend buy entering R 0, which means that you will always need to have a bundle active to make use of the service. No out of bundle usage will be allowed. No out of bundle charges will be incurred by you or added your bill. This will impact your experience due to the fact that your service will be cut off should your inclusive benefits run out whilst on an internet session.

16. If a customer has a data bundle already loaded, the data bundle with the first expiry date will be depleted first, followed by the inclusive data of the **C-Fibre Connector Mobile SIM**.

17. Any other data bundles loaded on the customer's account shall deplete first, prior to the in-bundle value being depleted, but only if the expiry date of the bundle is earlier than the in-bundle allocation.

#### 25. How will billing work?

- Pro-rata billing of the monthly subscription fee will only apply in the first month that the fibre service is activated; thereafter the full month's subscription based on the package selected will be due monthly. The billing increment will be per second billing from the 1st second for a voice call and 25KB for data increments.
- In return for the provision of Services, you are required to pay the monthly Subscription Fee, which is billed to you in advance. The Subscription Fee that you pay at the end of a month is for the next month's services.
- Upon successful application for C-Fibre Connector, Cell C will deduct an equivalent of one month's subscription fee (plus any other applicable costs) immediately from the customer's credit card, as an upfront payment for the C-Fibre Connector service. In order to do so, Cell C will require the customer's credit card details, in order to facilitate the upfront payment.
- 

#### 26. What happens to the mobile SIM cards linked to C-Fibre Connector should I opt to cancel the service?

Cancellation of C-Fibre Connector will also result in the cancellation of the uncapped fibre service and C-Fibre Connector mobile SIM cards, as these are all linked.

Cancellation of the mobile SIM cards only will result in C-Fibre Connector tariff plan being migrated to the standalone C-Fibre tariff plan.

#### 27. In which areas is Fibre available?

Cell C has partnered up with various fibre network operators (FNO) in the market to bring Fibre to the top metros in South Africa. Fibre coverage can be accessed at <https://www.cellc.co.za/cellc/coverage-map>.

#### 28. Does the fibre service have a fair usage policy or soft cap?



No, C-Fibre Connector offers you an unlimited, unshaped and unrestricted service, with no caps on usage or throttled data speeds.

### 29. Do I pay for the fibre line installation and connection fee when signing up with Cell C for C-Fibre Connector?

- Each Fibre Network Operator charges an applicable once-off installation and/or connection fee which is payable after the fibre line has been installed to the home. (Installation means the physical installation of the fibre line and CPE to your premises, and includes all physical work and materials required).
- The good news is that customers that sign up for C-Fibre Connector enjoy the benefit of having these costs subsidised 100% for them by Cell C, meaning that a customer will never go out of pocket trying to settle the costs directly to get a fibre line installed. Customers on the Waterfall Access Network, Purple Forest, FibreSuburbs Network and Edge Telecoms, will be liable for the installation fee directly with the Fibre Network Operator
- Please note that payment of your installation fee will be at a flat rate and Cell C will only make provision for payment at the stipulated flat rate for the installation of your fibre line. Certain FNO's may charge more than this flat rate, and you will be advised of this upon application for C-Fibre Connector. Customers will be responsible for any amount over and above the flat rate charged on the installation of the fibre line which is limited to a specific linear metre as outlined below:
- Installations on the Vumatel and Vumatel Aerial network are limited to 4 hours labour, CPE device, 150metres on the cabling, 7metres on the trenching length | 200mm clearance | 50mm width and 2 metres on lifting the paving length | 200mm clearance | 50mm width
- Installations on the Openserve network are limited to 8 metres; the customer will be liable for any installation over 8 metres at a rate of R 184 (Incl. VAT) per linear metre.
- Installations on FrogFoot network are limited to 30 metres; the customer will be liable for any installation over 30 metres at a rate of R 57.50 (Incl. VAT) per linear metre.
- Installations on Metrofibre network are limited to 15 metres; the customer will be liable for any installation over 15 metres at a rate of R 184 (Incl. VAT) per linear metre.
- Octotel fibre installations to the home are not limited to a specific metreage; therefore, customers taking up a C-Fibre Connector service on these networks will not incur additional charges on installation.
- Customers on the Purple Forest, Waterfall Access Network and FibreSuburbs Network, will be liable for the installation fee directly with the Fibre Network Operator (where applicable).

### 30. How long does it take to have my fibre line installed and connected after placing my order with Cell C?

- The turnaround times are dependent on the fibre network operator servicing your area. Time to install and get connected will vary between 7 working days and up-to 6 weeks for areas that are active or fibre rollout is in progress.

### 31. How do I follow-up on the fibre line installation progress?

You can call 084 14 34273 or email [cfibresupport@cellc.co.za](mailto:cfibresupport@cellc.co.za).

### 32. Who owns the ONT (optical network terminal) or CPE (customer premise equipment) box that sits in my home?

The Fibre Network Operator (FNO) owns it.

### 33. How do I connect to the internet?

You can call 084 143 4273 or email [cfibresupport@cellc.co.za](mailto:cfibresupport@cellc.co.za) to get connected to the internet as soon as the Fibre

provider installs the CPE in your home. The CPE only connects the customer to the fibre provider's fibre network.

You will receive a Wi-Fi Router which you will need to connect to the FNO CPE via the Ethernet port and Cell C

will get you connected to the internet.

### 34. Can I use my own Wi-Fi Router?

Yes, if you already have an existing Wi-Fi Router this can be used instead if preferred. However it is recommended that you're Wi-Fi Router supports the following features to get the optimal performance on fibre:  Support for Wi-Fi (802.11 b/g/n and 802.11 ac)  Minimum Wi-Fi AC speed support of up to 1200Mbps

Dual band support on 2.4GHz and 5GHz Wi-Fi bands

Gigabit Ethernet WAN Port  Gigabit Ethernet LAN Ports

VLAN configuration

Supports TR 069

Supports auto configuration

Supports both MAC and PPPOE authentication

**35. Does the Wi-Fi Router have a warranty?**

Yes, the Wi-Fi Router carries a 1 year warranty.

**36. What happens if the Wi-Fi Router is faulty or is an OBF (out of box failure)?**

The customer is required to contact Cell C dedicated fibre support call centre on:

Email: [cfibresupport@cellc.co.za](mailto:cfibresupport@cellc.co.za)

Tel: 084 14 34273

Mon-Fri: 07:00 - 20:00

Sat: 08:00 - 13:00

An out of box failure (OBF) should be returned within 7 days after purchase to be eligible for a swop out.

**37. The Wi-Fi speed performance of my router does not match my current line speeds, what could be the problem?**

Speed tests conducted over a Wi-Fi connection is not recommended due to the fact that Wi-Fi technology operates on an open frequency band and is prone to a lot of environmental interference and noise, the number of devices connected simultaneously causes the Wi-Fi speeds to deteriorate and the Wi-Fi range or distance could also hinder the speed performance. Cell C C-Fibre Connector subscribers are advised that speed tests for Cell C Fibre Connector must be conducted over the wired fibre connection i.e. Computer must be connected directly to the router via the Ethernet port to determine the actual line speeds of the Cell C Fibre service. In order to run a speed test C-Fibre Connector subscribers are advised to use [www.speedtest.net](http://www.speedtest.net), select the Cell C server and run the test.

**38. Who can I contact with regards to cancellation, upgrade, downgrade and support queries?**

C-Fibre Support

For C-Fibre support, you can contact Cell C on; ☎ Email: [cfibresupport@cellc.co.za](mailto:cfibresupport@cellc.co.za)

Tel: 084 14 34273

Mon-Fri: 07:00 - 20:00

Sat: 08:00 - 13:00



All Calls outside these hours will be redirected to the Cell C Exclusive help desk for assistance and escalated to the C-Fibre support standby team.

C-Fibre support will run a diagnosis test for fibre related queries and report the issue to the Fibre Network Operator (FNO).

### 39. How do I check my balance?

You can check your balance in the following ways:

- Download the Cell C App on your Android or iPhone smartphone, or
- Register for Self Service online, or
- Dial USSD code \*147# or \*101#, on your mobile phone.