

Cell C Fibre

Frequently Asked Questions

1 What is Fibre?

Fibre is a next-generation broadband technology that introduces super-fast speeds and a high-capacity network with flexibility, reliability, and stability like you have never seen before. With super-fast speeds starting from 10Mbps up to 1Gbps, this by far exceeds speeds achievable on legacy ADSL or 3G services.

2 What are the benefits of fibre technology?

Fibre provides the most consistent and reliable service out of all broadband technologies e.g. ADSL, 2G and 3G, currently available in the market. It ensures stable connectivity and speed is not affected by your distance from your local exchange. Given that fibre does not rely on copper, services are far less susceptible to interruption due to cable theft. With download speeds up to 1Gbps, you can enjoy a world of unlimited digital entertainment, stream your favourite movies, TV series or music videos online.

3 Is Cell C rolling out its own fibre network?

No, Cell C has partnered up with various Fibre Network Operators (FNO) in the market providing fibre on an open access network.

4 What is an open access network?

This is where an operator builds a fibre network in a specific area and allows multiple ISP's (Internet Service Providers) or SP (Service Providers) to sell fibre services over its network. An open access network removes the need for multiple operators to build duplicate network infrastructure in the same area and opens up the market to competition by allowing various ISP's to provide competitively priced fibre service to the market.

5 Who is eligible to sign up for Cell C Fibre?

Cell C Fibre is available to both new and existing Cell C customers that fall within the Cell C Fibre coverage footprint.

6 In which areas is Cell C Fibre available?

Cell C has partnered up with various fibre network operators (FNO) in the market to bring Cell C Fibre to a wide array of locations in South Africa. Cell C Fibre coverage can be accessed at <http://clientportal.cellc.co.za>.

7 Where can I sign up for Cell C Fibre to get connected?

Cell C Fibre orders can be placed through our intuitive online portal at <http://clientportal.cellc.co.za>.

For assistance, contact 084 145 or support@cfibre.co.za

8 What are the benefits of the Cell C Fibre plans?

As a subscriber to Cell C Fibre, you will enjoy access to the following benefits:

- Unlimited, unrestricted, and unshaped fibre
- An included Wi-Fi router valued at R1,699*
- Included installation and connection subsidised by Cell C, the value of which is dependent on your FNO*

* Router, installation, and connection are subject to a pro-rated claw back if the service is cancelled within 24 months of activation. This means that you will be liable for the outstanding pro-rata amount for the router, installation, and connection should you cancel your Cell C Fibre within 24 months of your Cell C Fibre service activation.

Cell C will also deliver your router to a delivery address of your choosing, and which will automatically be configured when you plug it into the customer premises equipment (CPE) installed by your FNO.

9 What is the contract term on Cell C Fibre?

Notwithstanding the date of fibre installation, the use of Cell C Fibre tariff plans will be on a month-to-month basis until such time that the service is cancelled.

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10 How does billing work?

If the agreement starts later than the first day of any month then the first month's Subscription Fee and Inclusive Benefits will be pro-rated; thereafter the full month's subscription based on the package selected will be due monthly.

Cell C will deduct an equivalent of one month's subscription fee (plus any other applicable costs) immediately from your credit card or bank account as upfront payment for the Cell C Fibre service. In order to do so, Cell C will require your credit card or debit order details in order to facilitate the upfront payment.

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.

11 Does the Cell C Fibre service have a fair usage policy?

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

12 Do I pay for the fibre line installation and connection fee when signing up for Cell C Fibre?

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 Cell C Fibre 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. The following free inclusive value added services will apply to Cell C Fibre when customers sign up for Cell C Fibre:

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- An included Wi-Fi router valued at R1,699*
- Included installation and connection subsidised by Cell C, the value of which is dependent on your FNO*

* Router, installation, and connection are subject to a pro-rated claw back if the service is cancelled within 24 months of activation. This means that you will be liable for the outstanding pro-rata amount for the router, installation, and connection should you cancel your Cell C Fibre within 24 months of your Cell C Fibre service activation.



Cell C will also deliver your router to a delivery address of your choosing, and which will automatically be configured when you plug it into the customer premises equipment (CPE) installed by your FNO.

13 Do I need to sign-up for a voice line as well to get connected to Cell C Fibre?

No, unlike ADSL you will not be required to sign-up for a voice line as a pre-requisite to get access to Cell C Fibre.

14 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.

15 How do I follow-up on the fibre line installation progress?

Cell C will notify you via email of the progress of your order as it moves through the delivery process. You can contact 084 143 4273 or support@cfibre.co.za if you require any further information.

16 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.

17 How do I connect to the internet?

When signing up for Cell C Fibre, Cell C will send you a Wi-Fi router which you will need to connect to the FNO CPE via the Ethernet port. Cell C will automatically configure your router to get you connected.

In order to connect to your router's Wi-Fi, refer to your Wi-Fi network name (or Service Set Identifier / SSID) printed on your router. This is the Wi-Fi network you will need to search for and connect to from your devices. When prompted for a password, you will need to enter the password (or wireless key / pre-shared key / PSK) which can also be found printed on your router.

18 Can I use my own Wi-Fi router?

Cell C ships a router with every Cell C Fibre order which will be automatically configured when you set it up and plug it into the CPE installed by your fibre network operator. However, should you wish to use your own, you may do so.

The customer is responsible for the configuration of any router that is not provided by Cell C, and Cell C makes no warranties regarding the quality of service should the customer choose to use their own router.

19 Does the Wi-Fi router have a warranty?

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

20 What happens if the Wi-Fi router is faulty or is an OBF (out-of-box-failure)?

Please contact our Cell C Fibre support team on 084 143 4273 or support@cfibre.co.za.

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.

21 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 Fibre subscribers are advised that speed tests for Cell C Fibre 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, Cell C Fibre subscribers are advised to use www.speedtest.net, select the Cell C server and run the test.



22 Who can I contact with regards to cancellation, upgrade, downgrade, and support queries?

Please contact our Cell C Fibre support team on 084 143 4273 or support@cfibre.co.za.

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