



FAQs

Who is the CEC Randgo VASs available to?

The CEC Randgo VAS is available to selected Cell C Postpaid customers.

How much do the CEC Randgo VASs cost?

The CEC Randgo VASs costs listed below is charged per month and is added to the Cell C Postpaid customer's monthly bill.

- Cell C Health Assist R 45.00
- Cell C Tech Assist R59.00
- Cell C Home Assist R49.00
- Cell C Safety Assist R 69.00

How do I activate any CEC Randgo VAS?

Please contact the CEC call centre and the CEC agent will load your selected VAS onto your bill after completing the needs analysis.

Who do I contact if I require sales or product assistance?

Please call a product specific number for health, tech, home or safety related product.

- Health Assist - 084 11501
- Safety Assist - 084 11502
- Home Assist - 084 11503
- Tech Assist - 084 11504

The support desk operates from Monday to Friday from 08h00 to 17h00 and on Saturdays from 09h00 to 14h00.



Where can I find more info for the CEC Randgo VAS products?

You can find more information for the VAS Products through USSD as follows:

- Cell C Health Assist: *120*3663#
- Cell C Tech Assist: *120*3664#
- Cell C Home Assist: *120*3665#
- Cell C Safety Assist: *120*3666#

Or you can call the CEC call centre on the number provided earlier.

Is there a waiting period after activation?

No, when a customer purchases any of these VASs regardless of which day in the month, the VAS products are added to the bill and the services are available immediately (regardless of first successful bill payment).

What happens to my CEC Randgo VAS if I decide to cancel it?

- If you decide to cancel a CEC Randgo VAS product (at any part of the month), there will be no prorated billing.
- If you cancel during the month, the services provided by CEC will terminate on the last day of the cancelling month (ideally after the last bill payment was made).

How long is the CEC Randgo VAS product valid for?

These CEC Randgo VAS Products will continue to be valid as long as Cell C offers the Products and will only expire if you decide to cancel.

How does the discounted rates on the Health Assist product for doctors, dentists and optometrists work?

1. You phone the Medical Network Call Centre to book an appointment.
2. The Consultant will source the most suitable appointment and make a booking for the you.

3. You will be sent an appointment confirmation and an authorisation number via SMS.
4. You will then present the authorisation number at reception before consultation and receive the discounted rate.

Do I contact Cell C for my screen repair?

No. The benefit includes the facility for you to book in your device online (or via the call centre) following a simple 4 step process:

1. You will log their case with Randgo;
2. Randgo will dispatch a courier to collect the device;
3. The phone is assessed, and a quote sent to the member;
4. If accepted the repair is completed and the phone is couriered back to the member, if rejected, the device is simply returned to the member.

What else can you tell me about Uberised Security?

- **Mobile Response:** Not limited to a consumer's home or office - anywhere, anytime.
- **Autonomous dispatch:** Not reliant on humans to identify and dispatch closest response vehicle. Smart technology identifies closest vehicle to a user's location and autonomously dispatches it.
- **Pinpoint Geo-located incidents:** Closest Response vehicle is navigated to the exact GPS location of the user, resulting in greater response accuracy.
- **Nationwide Response network:** We have partnered with the best response companies nationwide, to give consumers access to 1500 armed responders, anywhere, anytime.
- **Reduces additional links:** We eliminate additional and unnecessary links, ensuring consumers get help faster.

