

## **Clientèle Mobile Terms and Conditions**

### **Definitions**

“**Network**” means the mobile electronic communications platform utilised by Clientèle Mobile to give you access to the Services;

“**Service(s)**” means the mobile electronic communications service that we offer to you in terms of these T’s and C’s;

“**SIM card**” means the Subscriber Identity Module (“SIM”) card that will allow you to access our Services via your relevant mobile device;

“**T’s&C’s**” means the terms and conditions contained in this document which governs our Service offering to you;

“**You**” / “**Your**” means a client who makes use of the Services; and

“**We**” / “**Us**” / “**Our**” means Clientèle Mobile (Proprietary) Limited, with registration number 2007/026058/07, a duly authorised mobile telecommunications re-seller and distributor.

### **Introduction**

These T’s&C’s constitute the terms and conditions under which the Services are offered to you.

We reserve the right to amend these T’s&C’s at any time at our sole discretion and by way of updating the same on our website located at [www.ifa.co.za](http://www.ifa.co.za).

You expressly acknowledge that it remains your sole duty to keep abreast with the latest version of these T’s& C’s which can at all times be found at [www.ifa.co.za](http://www.ifa.co.za).

Clientèle Mobile products include the following:

- Prepaid SIM Card

Clientèle Mobile services include the following telecommunication network services:

- Airtime
- Data

### **Getting started: SIM Card Activation and Registration**

SIM cards must be purchased and fully paid for before being eligible for activation. Depending on the underlying product purchased, this fee may be waived. Please consult your product terms and conditions for the cost of the SIM card, under your specific product.

SIM cards may only be ordered via the Clientèle mobile application (“the App”), alternatively via a duly authorised Clientèle Mobile SIM card distribution agent (“an Agent”).

All SIM cards must be collected by you in person from a relevant Agent (i.e. no SIM card may be collected or registered by another person on your behalf).

Orders for SIM cards will expire if not collected by you:

- i. within three months from having been pre-paid for via the App; alternatively
- ii. within one month from having been ordered via the App but not yet paid for.

No refunds for SIM card orders will become due to you in instances where a SIM card order has expired due to your non-collection thereof within the stipulated time period(s).

Before activating your SIM card, an Agent will first need to physically verify your identity and proof of address by way of you having provided him/her with such documentation as listed for this purpose (i.e. RICA'ing) on the App.

Once your SIM card has been RICA'd you may insert it into your mobile device and follow the Network prompts to receive your mobile number and get connected to our Service. Please note that SIM cards can take up to 24 hours to activate after having been successfully RICA'd. Any airtime or data that is due to be loaded upon activation (in accordance with the underlying product you have purchased) will be loaded once the SIM card is active.

You may not cede, sell or transfer your SIM card to any third party.

We will replace any faulty or defective SIM card within 6 months from the issuing thereof in the event that we, in our sole discretion, conclude that the said defect is as a result of a manufacturer fault or defect. Any active data/airtime on such defective SIM card will be transferred to the replacement SIM card.

### **Our Services**

There may be factors beyond our control that may affect your access to the network. These may include bad weather, functionality of your mobile device, the number of networks users using the network at the same time, faults with other networks, network coverage, weak network signals, bandwidth capacity and technology speeds.

We will not be held liable for any losses or damages (if any) that you may suffer during interruption in network services.

In the event that we are required to send you any notifications or communications and the transmission of such notifications or communications are interrupted or impossible; then we will not be held liable for any losses or damages (if any) that you may suffer due to such interruption or impossibility of transmission of such notifications or communications. All data and airtime prices shall be listed on the App and we reserve the right to update or amend such prices, in our sole discretion, from time to time.

We are under no obligation to provide you with any statement and/or accounts for the usage of our Services in any manner or form.

## **Service Suspension and Termination**

We reserve the right to, without prior notice, suspend or disconnect your SIM card at any time in the event that:

- you have not recharged your SIM card with airtime and/or data to the cumulative value of R50 for a continuous period of more than 60 days;
- we are so directed by any relevant regulatory authority;
- you utilise the SIM card and/or our Services in any manner which is contrary to these Ts&Cs or any relevant law; or
- our agreement with the applicable third party Network operator is cancelled or terminated for any reason whatsoever.

In the event of your SIM card being suspended or deactivated as stated above you will automatically forfeit all unused airtime or data.

## **SIM Card swop**

You may request a SIM card swop if your original SIM card gets lost, stolen or damaged by way of contacting our customer service centre. You may be required to provide us with the details of your original SIM card and we reserve the right to charge you an additional fee (as we may determine from time to time) to perform a SIM card swop.

## **SIM Card Number Porting**

SIM cards can be ported by requesting a port via the IFA App. Once a port has been initiated, we are unable to retract the action from the network and therefore cannot be held liable in the event that a port has successfully gone through.

## **Device Compatibility**

You acknowledge that all our Services are App-based and your relevant mobile device will therefore need to be WAP enabled.

If you are unsure as to whether or not your mobile device can download relevant content and/or is WAP enabled, you may contact our customer service centre.

## **Queries and Disputes**

If you have any query, dispute or complaint about our Services or the Network please contact our customer service centre.

The customer service centre contacts details are:

- 135 for free from your Clientèle Mobile SIM card.
- 087 825 1155 from another network
- [clientelemobile@directrewards.co.za](mailto:clientelemobile@directrewards.co.za)

## **Airtime and Data**

Airtime and data can only be purchased via the IFA App.

All airtime or data purchase and usage rates will be listed on the IFA App and/or our website [www.ifa.co.za](http://www.ifa.co.za) and may be updated or amended at our sole discretion from time to time.

Airtime or data balance enquires can be done via the IFA App or via USSD \*140#.

Subject to due disclosure to you prior to concluding any relevant transaction, we reserve the right to levy an administration charge for each airtime or data purchase transaction concluded by you via the IFA App.

Our performance obligation to any SIM card holder is to load the airtime or data purchased by the SIM card holder onto the respective SIM card indicated by the SIM Card holder. It is the SIM card holder's responsibility to select the correct SIM card as we shall not be responsible for any airtime or data purchased for the incorrect SIM Card.

Once the above performance obligation is performed, the SIM Card holder may use the airtime or data purchased at their will, notwithstanding, any of the other terms and conditions within this document.

Data bundles, including recurring data bundles (depending on the product chosen) are only valid for 30 days from the time of purchase. Upon expiration of the 30 day period, all unused data will be forfeited and there shall be no rollover of unused data to subsequent time periods. Out-of-bundle data rates will be charged upon the expiry or depletion of relevant data bundles and at such rates as we may determine from time to time.

Airtime is valid for 60 days from date of purchase. Upon expiration of the 60 day period, all unused airtime will be forfeited and there shall be no rollover of unused airtime to subsequent time periods.

There is a R1,000 total transaction limit per mobile number, per day.

Clientèle Mobile airtime can be converted into data at the Network Provider rates.

We will not refund any amount in respect of airtime or data purchased.

## **International Roaming**

International roaming is not available as part of our Services.

Only international dialling, SMS and MMS functionality will be available to numbers registered outside of the borders of South Africa.

By making use of our Services in respect of international numbers, you agree to being charged increased international rates (the details of which may be obtained from our customer services centre, as well as on [www.ifa.co.za](http://www.ifa.co.za)).

## **Indemnity and waiver**

Unless provided to the contrary in terms of any relevant law, you indemnify us against any loss or damage, of whatsoever nature, which you or any third party may suffer as a result of our Service and/or an interruption or delay therein whether or not the same was caused by any act, omission, neglect or default on our part or any third party provider.

## **Disclosure of Information**

You consent that we may, to the extent permitted by applicable law, disclose *inter alia* your personal information, documents, and detailed call records to:

- any relevant regulatory body or law enforcement agency; and
- any credit providers, credit bureaus or credit reporting agencies.

You further consent that, subject to relevant legislation, we may disclose your personal information to any company forming part of the Clientèle Group of Companies for marketing purposes.

## **Non-insurance Offering**

You acknowledge that our Services are not sold or offered as part of an insurance policy underwritten by Clientèle Life Assurance Company Limited or Clientèle General Insurance Limited nor on condition that you take out any such insurance policy.

## **Specials and Limited Offerings**

We reserve the right to, from time to time, introduce and/or offer additional Services-related specials or limited offerings that may be subject to additional terms and conditions.

## **Launch Special**

### **Clientèle Mobile Founder Members**

The first 10,000 clients to purchase a SIM card will be classified as Founder Members and will be eligible for a 15% discount off the rate card (as published on [www.ifa.co.za](http://www.ifa.co.za)) for all future data purchases and 25% discount off the rate card (as published on [www.ifa.co.za](http://www.ifa.co.za)) for all future airtime purchases as amended from time to time.

Only SIM card purchases up to 30 November 2019 qualify for classification as Founder Members, regardless of whether the 10,000 number is reached.

Clients will receive Founder Member discounts on 1(one) mobile number only.

Founder Member discounts are only applicable on active SIM cards.

If a SIM card becomes inactive due to non-usage (in accordance with the terms and conditions contained on [www.ifa.co.za](http://www.ifa.co.za)), the Founder Member status will be forfeited. Any subsequent SIM card activated by the same person will not have Founder Member status attached thereto.

IFA Rewards members will receive discounts according to their Rewards plan, or their Founder member status, whichever is greater. The Founder Member discount will not be an additional discount over and above any discount available to IFA Rewards members.

The benefit is not applicable to any staff employed within the Clientèle Group.

## **Self-RICA**

### 1. General

1.1 The IFA App enables you to Self-RICA your SIM card.

1.3 The feature is available until such time it is discontinued by Clientèle.

1.4 You must visit [www.ifa.co.za](http://www.ifa.co.za) regularly for notices, updates and/or changes to this feature.

### 2. Terms of Use

2.1 You must log-in to the Clientele App to Self-RICA.

2.2 Minors, i.e customers under the age of 18, will not be allowed to Self-RICA.

2.3 Your SIM card number will be necessary in order to complete the Self-RICA process.

2.4 The Self-RICA functionality will only be available for Clientèle Mobile SIM cards.

2.5. All input fields will be automatically validated by the system for accuracy and quality.

2.6 The following will be acceptable identification documents:

- South Africa green ID book
- South African smart ID
- Passport

2.7 If you use a South African smart ID, you will be required to take a picture of the front side of the ID card.

2.8 Proof of address not older than 3 months:

- Original letter and/or affidavit from a School
- Original letter and/or affidavit from a Church
- Original letter and/or affidavit from a Retail Store
- Bank Statement
- Utility Bill
- Telephone or Cellular Account
- Lease or Rental Agreement
- Credit Agreement
- Insurance Policy schedule
- Motor Vehicle License document

- TV license

2.9 A SIM card number can only be RICA'd once.