

Sim Only Product

1. This Agreement will commence when we connect your Mr Price Mobile SIM Card to our Services and will run until you cancel the product or Mr Price Mobile can no longer fulfil its obligations.
2. The product term of the Mr Price Mobile Sim Only products vary with either a month-to-month product or the entire contract amount charged once off to your account facility thereafter amortised per the duration of your account facility. If you are a store account holder, you will be charged on the 8th day of every month. Please ensure that you have sufficient funds in your account facility, failing which your monthly subscription will not be loaded to your sim card. You will have 30 calendar days from the time you receive the airtime to use it before it expires.
3. Your first payment may include two subscriptions, dependent on the date of your activation. For example, if your new Sim is activated on the 6th of the month, you will receive the full R125 airtime + 500 MB WhatsApp and the R99 subscription will be charged. Then on the 8th, you will receive your monthly benefits again and be charged accordingly.
4. There is a mandatory ONCE OFF SIM Activation Fee of R129.00 which will be charged in the event of your sim card being couriered to you.
5. Please note that your sim card will be activated within 24 hours upon acceptance of your delivery, and you will be charged for this package from the date of activation so please make sure you insert your new Mr Price Mobile sim into your phone to utilize your airtime benefits, voice, and data rates.
6. Should your package be cancelled prior to activation, Mr Price Mobile reserves the right to charge you a cancellation fee of R129. Please be advised, should you wish to opt out after activation, you are required to simply contact customer care on 0800 000 430 or 140 direct from your Mr Price Mobile Sim card.
7. Delivery of products.
 - 7.1 You must accept delivery of any products yourself and provide copies of the documentation that we request, including a copy of your ID and Proof of Address.
8. If your Mr Price Mobile SIM card is lost, stolen or damaged, you must immediately block the SIM Card and/or request a replacement SIM. You will be liable for all charges relating to use of your SIM if it has been lost or stolen until the time that you notify us that you have lost the SIM or that it has been stolen.

MR Price Mobile Pre-Paid

1. To use the Mr Price Mobile prepaid SIM card, you will be required to buy prepaid airtime, voice, data, and SMS bundles via the MR Price Mobile USSD *140# or *130*410# if you are store card customer only. Non-store card holders can make purchases at any of our Mr Price Group stores or purchase a Cell C voucher and dial *102*Pin Code#. Voice calls will be billed per second, from the very first second of calling. A flat billing rate applies throughout the day.

MR Price Mobile Network Services

1. We will take all reasonable steps to ensure that the Mr Price Mobile network service is available at all times.
2. There may be external 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, and faults.
3. Mr Price Group cannot be held liable for any losses or damages you suffer during interruption in network services.

Suspension or Disconnection of Services

1. MR Price Mobile may suspend or disconnect Telecommunication Network Services from time to time without notification due to Network maintenance, modification or upgrading.
2. MR Price Mobile may also suspend or disconnect your use of the Network Services if you (or anyone who uses your SIM Card):
 - 2.1 breach or default on these Terms and Conditions;
 - 2.2 damage or abuse the Network Services, or the Network or put the Network at risk.
 - 2.3 are suspected of any fraudulent activity,
 - 2.4 exceed your Subscription Limit;
 - 2.5 close your Qualifying MR Price Group Account;
 - 2.6 do not make use of the MR Price Mobile SIM Card for a period of 3 (three) months or more;
 - 2.7 provide information that is false or misleading;
 - 2.8 for any other reason required by Law or if so, directed by any authority; or
 - 2.9 in the event that MR Price Mobile has been advised of the death of the account holder.
3. If an account goes into arrears your line will be soft locked until a payment is received. Once a payment is received, this line and all benefits will be reinstated until you wish to cancel the SIM/product.