

FAQ's For Mobile Internet:

1. How many times can I purchase quota upgrades in a month?

If you run out of your volume, you can subscribe again. You can at the same time however subscribe to only a maximum of three packages at the same time.

2. Can I transfer my unused quota upgrade volume to my friends?

No. Top ups cannot be transferred to another party.

3. I have unused data volume and I want to terminate it. Can I get a refund?

No. The quota is not exchangeable for cash or refunds.

4. I tried to surf the web, but I got charged for the data; what happened?

You have exceeded your quota for the month as outlined in the fair use policy

5. After I top up, how long will it be before I can browse again?

You may browse again 5 minutes after topping up. (Estimate)

6. Is an SMS sent from the modem/phone counted as data?

No. SMS is separate from data usage and will be charged to your bill.

7. When does the usage allowance refresh itself?

The usage allowance doesn't refresh itself automatically. It expires at the end of the month and you have to subscribe again

8. I signed up in the middle of the month. Will I be entitled to the full quota of my package?

Yes. The expiry of your quota will be according to the number of days that you have signed up for

9. If I have a balance of 5GB from my monthly quota and it is the end of my bill cycle, can I transfer it to my family?

No. Your monthly quota balance cannot be transferred to another line.

10. What will happen to the balance of my monthly quota if I did not use it during the month?

The balance of your monthly quota will expire upon reaching the end of your bill cycle.

11. If I terminate my service in the middle of the month and I have not used my quota for that month, can I get my money refunded?

No. You cannot get a refund for your quota balance upon termination of the service.

12. What will happen to the top-up quota expiry date if I purchase it multiple times?

If you purchase the top-up quota multiple times, the expiry date will be the expiration date of the longest expiring package or the package expiring latest, whichever is later.

13. How can I subscribe to the service?

You can subscribe by calling the call center or by sending an SMS to a shortcode.

14. Can I use my mobile internet SIM in the dongle?

Yes however there is a fair use policy and the customer will be charged on pay per use after reaching the limit of fair use. We have dedicated data SIM's that can be purchased for use in dongles.

15. Will the fair use policy limits change?

The limits can be changed without prior notice.

16. What happens when I reach the fair use limit?

Your package will expire and you will have to subscribe again even if there is time remaining on your subscription.

17. How do I know my package is expiring?

You will get a notification 1 days before the package expires and also at least 2 hours before the actual expiration time of the package.

18. I don't understand any of this mobile internet package and mobile data package and why is it unlimited when there customers are put on pay per use after they reach fair use limit?

In order to ensure good quality of service, Cellcard ensures that people do not abuse the network by using resources that are generally shared between all subscribers. Generous fair use limits are in place however if customers still go over the limits then the pay per use is implemented so as to discourage misuse and also to guarantee good service for others. Mobile internet plans are for use with the mobile phones and the mobile data packages are for use with dongles.