

Capitec Connect-to-Capitec Connect Service

Terms and conditions

- Last Updated: 12 March 2026
- These Terms and Conditions (“Terms”) govern the use of the Capitec Connect-to-Capitec Connect calling service (“CC2CC” or “the Service”). By using the Service, you agree to comply with these Terms. If you do not agree with any provision, you must not use the Service

1. Description of the Service

- 1.1 The Service allows eligible Capitec Connect prepaid subscribers to make free voice calls from a Capitec Connect number to another Capitec Connect number
- 1.2 The Service is subject to a monthly fair-usage allocation of 500 free minutes per calendar month
- 1.3 The Service applies strictly to on-net calls (Capitec Connect to Capitec Connect)

2. Eligibility

- 2.1 The Service is available to all active Capitec Connect subscribers with a valid, RICA-compliant SIM card
- 2.2 The Service activates automatically and does not require the subscriber to opt in

3. Fair Usage Limit

- 3.1 Each subscriber receives 500 free CC2CC minutes per calendar month
- 3.2 Minutes are deducted on a per-second billing basis
- 3.3 Once the monthly fair-usage limit is reached, all additional calls to Capitec Connect numbers will be billed at the prevailing Capitec Connect rate

4. Billing Rules

- 4.1 Only answered calls count toward the 500-minute allocation
- 4.2 Calls that begin within the free-call allowance but extend past the remaining balance will be charged for the portion that exceeds the free-call limit
- 4.3 Subscribers remain responsible for any charges outside the scope of the Service

5. Exclusions

- 5.1 The following call types **do not** qualify as CC2CC free calls:
 - 5.1.1 Calls from a Capitec Connect number to any non-Capitec Connect number
 - 5.1.2 International calls
 - 5.1.3 Roaming calls
 - 5.1.4 Calls to value-added services (VAS), premium-rated numbers or short codes
 - 5.1.5 Reverse-billed and call-sponsored calls
- 5.2 Such calls will be billed at the standard applicable rates

6. Suspension, Modification and Termination of the Service

- 6.1 Capitec may, at its discretion, amend, suspend, or terminate the Service at any time
- 6.2 Amendments will be communicated through Capitec’s official channels
- 6.3 Continued use of the Service after amendments constitutes your acceptance of the revised Terms

7. Liability

- 7.1 The Service is provided “as is,” and availability may be affected by network outages, maintenance, or technical issues
- 7.2 Capitec will not be liable for any direct, indirect, incidental, or consequential damages arising from the use of, or inability to use, the Service
- 7.3 Capitec does not guarantee uninterrupted or error-free operation of the Service

8. General

- 8.1 Capitec reserves the right to change these terms and conditions and will provide reasonable notice of any material changes prior to such change as and when the circumstances permit. Visit [Capitec Connect](#) regularly for notices, updates and/or changes to the Service
- 8.2 For any customer queries, customers may dial 135 from their Capitec Connect number
- 8.3 These Terms are governed by the laws of the Republic of South Africa. Any disputes will be resolved in accordance with applicable South African law