

t +27 84 174 4000
e customerservice@cellc.co.za

Cell C Limited

Cnr Maxwell Dr & Pretoria Main Rd
Buccleuch, Johannesburg, 2090

Private Bag X36, Benmore, 2010
Johannesburg, South Africa

cellc.co.za

Reg. No.: 1999/OO7722/O6



08 January 2024

Subject: Important Cybersecurity Update

Dear Valued Customer,

Compliments of the new season from all of us at Cell C. We wish you and your loved ones all the best for the year ahead. We would also like to take this opportunity to thank you sincerely for your continued support.

It is regrettable that we must inform you of a recent cybersecurity incident which we have reported to the Information Regulator. Upon discovery, immediate steps were taken to secure our systems, contain the incident, and conduct a thorough investigation to determine its scope and impact.

Initial findings from our ongoing investigation suggest that data related to a limited number of individuals may have been accessed by an unauthorised party.

Cybercrime is becoming increasingly prevalent both locally and globally, as seen in recent news headlines. Cell C remains committed to continuously strengthening our cybersecurity measures and improving our IT environment to mitigate these risks. Updates and developments will be shared with you as they become available.

We would like to encourage our customers to stay vigilant and take steps to protect their personal information. For tips on staying cybersmart, please click [here](#).

We appreciate your patience and understanding as we continue our investigations.

Your ongoing support is greatly appreciated by us, and we remain dedicated to safeguarding your privacy.

Wishing you a safe and successful 2025.

Yours sincerely,

A handwritten signature in black ink, appearing to be "Th", followed by a horizontal line.

Themba Phiri
Cell C Information Officer