Frequently asked questions (FAQs)

1. How do I activate my SIM card?
   To activate your SIM card, use the USSD code *120*703*SIM_NO#, and follow the prompts. **Do not** insert the new SIM in your phone. Dial the USSD code with the same phone and your existing SIM. Only insert your new MegaRewards SIM card in your phone once you have activated it. Do not RICA this SIM card, because it will no longer work thereafter.

2. How long does it take to activate my SIM card?
   It will take between 24 to 48 hours. Please remember that weekends and public holidays are not included.

3. I've lost my SIM card or it's been stolen: what do I do?
   Your first SIM card is free; thereafter you will need to pay for your SIM card if it is damaged, stolen or lost. Contact our call centre on 0860 11 78 59 to block your SIM card. You will then need to deposit R65.00 into the following bank account: Skycel Telecoms (Pty) Ltd at Absa Bank Account number 4073442370, Branch code 632005. Please use your ID/passport number as reference and email your proof of payment to megarewards@momentum.co.za. We will send your replacement SIM to you. Once you receive your new SIM card, you will need to activate it using the USSD process, but remember not to RICA the SIM card.

4. How do I check my airtime balance?
   Dial *147# and select option 2 for balance or SMS "bal" or "balance" to 14302.

5. How do I listen to my voicemail messages?
   Dial 144 from your phone or 084 144 from another number and follow the prompts.

6. My SIM card is blocked or I can’t remember my PIN number, what do I do?
   If your PIN has been entered 3 times into your cellphone incorrectly, your SIM card will automatically be blocked. You will need the personal unblocking key (PUK) number to unblock your SIM card. You can find this number on your connector pack, but if you misplaced it, you can call Smartcom on 011 448 4444.

7. How do I send a please call me message?
   Dial *111*cellphone number# (and a Please Call Me SMS will automatically be delivered to the relevant person at no cost to you).

8. How do I buy additional airtime?
   Additional Cell C airtime can be purchased from any Cell C airtime vendor, including banks, Checkers, Pick n Pay, Spar, clothing retail stores or spaza shops.

9. How do I convert my airtime to data?
   Dial *147# to convert airtime to data.

10. Who do I call for general queries about my airtime and MegaRewards?
    SIM card technical queries: Call Smartcom on 011 448 4444.
    MegaRewards product related queries: Call 0860 11 78 59.
11. What happens to my airtime and SMSes if I don’t use it?
You can accumulate up to 3 months’ worth of airtime in total on your SIM card. So, you can’t accumulate more than R150 (R50 x 3) airtime over 3 months. If you have R150 airtime when the 15th comes around in month 4, Cell C will not allocate any more airtime to your cellphone number. You will have to use some of the R150 airtime first, and wait for the 15th of the next month before you will get more airtime and if you didn’t use the full R50 airtime, you will only be allocated the difference between R150 and what you have accumulated. If you have recharged at your own expense, your airtime expiry will depend on the voucher you have purchased. SMSes will expire after 30 days.

12. Do terms and conditions apply to this contract and where can I find them?
Visit www.ingwehealth.co.za and click on Bonus Benefits for the terms and conditions.

13. Will my new cellphone number be used by my medical scheme for communication purposes?
No, your own cellphone number is still your primary number for communication but you may decide to change your cellphone details at any stage.

14. When can I activate my SIM card?
You can only activate your SIM card once your health membership is active and once you complete the verification process via the USSD code (see point 1 for more details).

15. Can I use this SIM card to dial international numbers?
Yes, you can dial international numbers.

16. What happens when my membership ends, can I continue to use this cellphone number?
Yes, you can continue to use the cellphone number. It will be converted to pre-paid when your membership ends.

17. Why is my airtime disappearing?
You may have subscribed to a WASP or content service. We recommend that you dial *133*1# for the BLOCK ALL option to delete any WASP services.

18. When will I receive my first allocation of airtime and SMSes?
You will receive your airtime and SMS allocation on the date of activation and on the 15th of the month thereafter.