

## Vodafone Link Plans Terms and Conditions

1. The Vodafone Link Plans are offered by Vodafone Malta Limited ('we') to **existing and new** Fixed Services customers ('you'). Vodafone reserves the right to limit the number Vodafone Link tariff plans offered to a single person/legal entity. These Terms and Conditions must be read in conjunction with the Vodafone General Fixed Services Terms and Conditions.
2. You may subscribe to a Vodafone Link plans as from the 15<sup>th</sup> March 2015.
3. **Vodafone Link Plans** available (the Tariff Plans):
  - 3.1 All rates and charges quoted below are inclusive of VAT but are exclusive of excise tax or any other taxes which may be applicable.

### **3.2 Option A: Fixed Internet Service on a two (2) year agreement**

<b>Tariff Plans:</b>	<b>Vodafone Home Link Data/ Vodafone Office Link Data</b>	<b>Vodafone Business Link Data</b>
<b>Monthly Access Fee for Non-RED Plan Customers</b>	€30/ month	€35/ month
<b>Fixed Internet</b>	Unlimited Usage	Unlimited Usage
<b>Download Speed</b>	Up to 30Mbps	Up to 30Mbps
<b>Upload Speed</b>	Up to 2Mbps	Up to 5Mbps
<b>Devices Provided by Vodafone – Monthly Device Rental Fee</b>	One FREE use of Fixed Internet Device	One FREE use of Fixed Internet Device
<b>Installation Charge and On-site support Charge</b>	Refer to Term 5.2 below	FREE
<b>Buy and Try Promotion as per Term 4.1</b>	Available	Available
<b>Service Description</b>	TSR Download Estimate 10-30 Mbps TSR Upload Estimate 1-2 Mbps	TSR Download Estimate 10-30 Mbps TSR Upload Estimate 1-4 Mbps

### **3.3 Option B: Fixed Internet Service on a one (1) year agreement:**

<b>Tariff Plans:</b>	<b>Vodafone Home Link Data/ Vodafone Office Link Data</b>	<b>Vodafone Business Link Data</b>
<b>Monthly Access Fee for Non-RED Plan Customers</b>	€30/ month	€35/ month
<b>Fixed Internet</b>	Unlimited Usage	Unlimited Usage
<b>Download Speed</b>	Up to 30Mbps	Up to 30Mbps
<b>Upload Speed</b>	Up to 2Mbps	Up to 5Mbps
<b>Devices Provided by Vodafone – Monthly Device Rental Fee</b>	€3/ month	€3/month
<b>Installation and On-site support Charge</b>	Refer to Term 5.2 below	FREE

Customer Initials: \_\_\_\_\_

<b>Buy and Try Promotion as per Term 4.1</b>	Not Available	Not Available
<b>Service Description</b>	TSR Download Estimate 10-30 Mbps TSR Upload Estimate 1-2 Mbps	TSR Download Estimate 10-30 Mbps TSR Upload Estimate 1-4 Mbps

**4. Offers with Vodafone Link**

4.1 Vodafone is offering you the **Buy and Try promotion** when choosing **Option A** (Fixed Internet Service on a two (2) year agreement). This promotion gives you:

a) **Cooling Off Period:** These Plans come with a **30 day cooling off period** within which you can decide to stop the agreement, by returning the device/s to our Service Centre at the Destination Store on B’Kara Bypass without incurring any penalties. All devices must be returned in a good working condition, in line with Term 6.2 below, and with their original packaging, in default, a penalty of €200 shall apply.

b) The **Buy and Try promotion** shall be available once per subscriber per Vodafone Link contract.

4.2 Applicable for either Option A or Option B (1 year contract or two year contract), you can benefit from a 10% discount on your monthly access fee (as indicated in Terms 3.2 and 3.3) if you subscribe or if you are already subscribed to one of our mobile pay monthly RED Plans.

**5. Proper use of the Device**

5.1 The service provided for under this agreement should be used in good faith, respecting the limits as set out in this term 5.

5.2 You hereby acknowledge and accept that the Device provided for by Vodafone is used solely at the fixed address that you provide upon activation of the service. Should you wish to change the fixed address, kindly contact us in accordance with term 11.2. The use of the Device at an any other address than the one communicated to us is not permissible.

**6. Administrative charges and other rates**

6.1 The following administrative charges shall apply:

<b>Service</b>	<b>Applicable Administrative Charge incl. VAT</b>
Paper copy of your itemised bill	€3 per itemised bill
Direct Debit Reversals	€5
No Direct Debit Mandate	€3 per month
Suspension of Service – reconnection charge	€10
Paper bills	€2 per invoice
Change in Customer Details	FREE

These charges cover the work involved in processing each request/payment instructions as well as any stationary costs relative thereto.

6.2 **Other Rates** that may apply:

<b>Service/ Product</b>	<b>Applicable Rate incl. VAT</b>
Static IP address	€2 per month for each Static IP
CPE Fixed Device	€200/ device
Device Rental Charge (for 1 year agreements on Data Only Plan)	€3/ month
Support charges (Technician Home/ Office visit) during business hours	€25 for the first hour and €15 for subsequent hours
Support charges (Technician Home/ Office visit) during non- business hours (incl. Sundays and Public holidays)	€30 for the first hour and €17 for subsequent hours
Abandoned Installations	€20

## 7. **Disconnection and Penalties**

7.1 A penalty equalling to **50% Monthly Access Fees (excluding additional fees) × Remaining months into contract** shall apply upon disconnection and termination (prior to the expiration of your Agreement).

7.2 Upon disconnection of service, the CPE device alongside with its original packaging box should be returned to one of Vodafone's retail outlets in good working condition. In default, or should this equipment be returned damaged or faulty resulting from, but not limited to, misuse, mishandling, wilful damage by liquids, connection to unsuitable supply power, surges, lightening, tampering or service by unauthorised personnel, the customer will be liable to pay Vodafone the sum of €200.

7.3 Vodafone reserves the right to terminate the service if there is a breach of these terms and conditions.

Provided that in such circumstances, you shall still be liable to pay the applicable penalty in terms of term 7.1 above.

## 8. **Payment**

8.1 The Monthly Access Fee will be calculated on a pro rata basis according to the effective date of your Agreement and shall be charged in arrears.

8.2 Payment for this Tariff Plan will be via Direct Debit Mandate.

9. You may renew your agreement either by calling customer care on 247 or by visiting one of our retail outlets. The list of our retail outlets may be found on this link: [www.vodafone.com.mt/vodafonestores](http://www.vodafone.com.mt/vodafonestores).

10. **General Information** on these Tariff Plans: You are requested to apply for our secure e-billing service by providing us with your personal e-mail address upon subscription and you will start receiving a monthly SMS notification on your mobile number, informing you that your e-bill has been issued. You shall be charged a monthly administrative fee of €2 per invoice if you fail to provide us with your personal email address.

## 11. **General Terms and Conditions**

11.1 Upon subscribing to this Tariff Plan, you are automatically accepting to adhere to these terms and conditions.

- 11.2 You are advised to call 1623, send us an email on 247.mt@vodafone.com or visit one of our retail outlets, to learn more about this Tariff Plan. The list of our retail outlets may be found on this link: <https://www.vodafone.com.mt/vodafonestores>.
- 11.3 Quality of Service: The benefits of this Tariff Plan are meant solely for individual use. If, in our reasonable opinion we deem your use as being excessive, we may ask you to moderate your usage, as this may have repercussions on the quality of the network and service levels enjoyed by our other consumers. If after we have informed you to moderate your usage, you fail to do so, we reserve the right suspend or terminate your service. Furthermore, we reserve the right to suspend or terminate your service if you abuse of the service and/or use it in a way for which it is not intended.

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Customer Initials: \_\_\_\_\_