

Vodafone Secure E-Billing Service

Terms & Conditions

1. Vodafone Malta Limited (hereinafter referred to as 'Vodafone') has developed a service whereby Customers may receive their monthly Invoices or Itemised Bills by downloading them securely through an email sent by Vodafone directly to the Customers (hereinafter referred to as 'Secure E-Billing').
2. By using Secure E-Billing the Customer agrees to the following Terms and Conditions.
3. For the purposes of these Terms and Conditions;
 - 3.1 'Customer' means any person or company/entity who is an existing Vodafone customer and who is registered with the Vodafone network by means of a separate written contract for each Vodafone postpaid mobile connection or other postpaid service;
 - 3.2 'Invoice' or 'Itemised Bill' means the invoice or itemised bill, which is calculated on the rates and charges of the postpaid price plan for the Service/s to which Customer is currently subscribed to by means of a written contract with Vodafone.
 - 3.3 'Service/s' mean/s any postpaid Vodafone service which the Customer is subscribed to and registered in the name of the Customer and for which the Customer has entered into a written contract with Vodafone.

4. **Applying for Secure E-Billing:**

- 4.1 Single line Customers or multi line Customers receiving Invoices or Itemised Bills for every Service may opt-in for Secure E-Billing by either:
 - 4.1.1 Calling Customer Care on 247, visiting our retail outlets or calling our business sales representatives; or
 - 4.1.2 Logging in to our website (www.vodafone.com.mt) and applying as indicated online by specifying the email on which they wish to receive the monthly Invoice or Itemised Bill.
- 4.2 Multi line Customers receiving one (1) Invoice or Itemised Bill for multiple Services may opt-in for Secure E-Billing by either:
 - 4.2.1 Calling Customer Care on 247, visiting our retail outlets or calling our business sales representatives; or
 - 4.2.2 Logging in to our website (www.vodafone.com.mt) and downloading an application form to be filled in and sent to Vodafone by post.
- 4.3 Subscription through Customer Care or our retail outlets will be made on validation of the Customer's password for his/her Vodafone account.

5. **The Customer's rights and obligations.**

- 5.1 The Customer acknowledges that Secure E-Billing is intended to replace receipt of Invoices or Itemised Bills via electronic or normal mail. For this reason the Customer is accepting not to receive a paper invoice upon applying for Secure E-Billing.
- 5.2 The Customer acknowledges further that in order to make use of Secure E-Billing the Customer agrees that:
 - 5.2.1 S/he shall settle all Invoices or Itemised Bills sent as due through Secure E-Billing as per the date specified in the same Invoices or Itemised Bills. Payment of the Services invoiced or billed through Secure E-Billing will be effected as per current agreement between the Customer and Vodafone;
 - 5.2.2 Once the Invoice or Itemised Bill is retrieved, it is the Customer's responsibility to keep it in a safe place.
 - 5.2.3 It is the Customer's responsibility to inform Vodafone of any change in his/her e-mail address;
 - 5.2.4 S/he indemnifies and holds Vodafone harmless for any losses suffered by Vodafone in the event that the Customer is in material breach of any one or several of these Terms and Conditions;

- 5.2.5 S/he does not transfer any rights and/or obligations under these Terms and Conditions to any third party;
 - 5.2.6 S/he notifies Vodafone immediately in writing of any changes to the Customer's personal details, including e-mail and postal address, as given to Vodafone on registering to a Vodafone Service;
 - 5.2.7 S/he is unable to download the Invoice or Itemised Bill from My Vodafone portal, after the lapse of six (6) months from the date of issue of the relative Invoice or Itemised Bill. Invoices or Itemised Bills which are older than six (6) months but not older than twelve (12) months may be requested directly by calling 247.
- 5.3 Should the Customer disagree or dispute to any details of his/her Invoice or Itemised Bill, s/he is required to inform Vodafone within a period of six (6) months from the date of issue of the relative Invoice or Itemised Bill. Upon the lapse of this period and in the absence of any registered contestation with Vodafone, the respective Invoice or Itemised Bill will be considered undisputed and the amount thereon will be deemed as due by the Customer. At this point, no further contestation will be accepted from the Customer.

6 Vodafone undertakes to:

- 6.1 Send to the Customers electronic copies of their monthly Invoices or Itemised Bills after receiving the relevant information by the Customers to process such a request;
 - 6.2 Send to the Customers electronic copies of their monthly Invoices or Itemised Bills to the email address specified by the Customer. These copies are considered as delivered once the e-mail containing the Invoice or Itemised Bill is sent to the e-mail address provided by the Customer;
 - 6.3 Guarantee the security of Secure E-Billing service so authorised by the Customer as far as within its control. For this reason, Vodafone disclaims insofar as legally possible responsibility for any loss or damage arising when sending the Invoice or Itemised Bill by e-mail to the Customer on the e-mail address provided by the Customer himself/herself upon applying for Secure E-Billing;
 - 6.4 Take all reasonable steps and precautions to encrypt any information stored within its online systems provided at the point of its transmission to Vodafone.
- 7 Secure E-Billing is free of charge. Vodafone reserves the right to introduce a tariff/charge for such service in the future and should such tariff/charge be introduced; Vodafone binds itself to inform all Secure E-Billing Clients of the said introduction in advance in accordance with applicable law.
- 8 The Customer may terminate the Secure E-Billing application by calling Customer Care on 247, visiting our retail outlets or through our business sales representatives. The Customer acknowledges and accepts that unless and until such termination notice is duly acknowledged by Vodafone, the Customer will still be deemed to be bound by these Terms and Conditions.
- 9 Vodafone declares that the personal information that we are collecting in this form shall only be used in connection with the purposes stated herein, "Services" and in accordance with our Privacy Policy (which can be found in full on our website: www.vodafone.com.mt/privacypolicy or in any Vodafone store), for more information on how Vodafone collects, uses and shares personal information including your data protection rights please see our Privacy Policy which can be found on www.vodafone.com.mt/privacypolicy. In case of queries please get in touch by contacting us on 247 or by visiting any Vodafone store.
- 10 All customers are advised to visit our website (www.vodafone.com.mt), call Customer Care on 247, send an email on customerservice.malta@vodafone.com, visit our retail outlets or contact our business sales representatives, to learn more about Secure E-Billing.
- 11 Vodafone general postpaid Terms and Conditions and any other relevant Vodafone Terms and Conditions shall apply.
- 12 Vodafone reserves the right to stop, suspend, amend or otherwise alter the Secure E-Billing service and these Terms and Conditions at any time in accordance with applicable law.