

## Vodafone MIX 1000 Units

1. The Vodafone MIX 1000 Units is offered by Vodafone Malta Limited ('we') to its new and existing prepaid customers ('you') under these terms and conditions ('Specific Terms and Conditions').
2. You may subscribe to the **Vodafone MIX 1000 Units** ('MIX 1000'/the 'Plan') as from the 28th March 2018. This version of the Specific Terms and Conditions is applicable as from 28th March 2018.
3. These Specific terms and conditions constitute a legally binding contract between you and us and must be read in conjunction with (i) [Vodafone General Terms and Conditions](#), (ii) [Vodafone Prepaid Plan Terms and Conditions](#) (iii) [Quality of Service term](#), (iv) [4G Service terms](#), and any other terms and conditions that might be referred therein. In the event of a conflict between any of the terms, the applicable precedence shall be the order in which the terms are mentioned in this term 3 (highest level of precedence first).
4. Vodafone reserves the right to limit the number of the Plans offered to a single person/legal entity.
5. The MIX 1000:

**5.1** All rates and charges quoted below are inclusive of VAT but are exclusive of excise tax or any other taxes which may be applicable. This also applies to the Credit Left in your account as set out in term 6 below, which means that the actual amount added to your account will be the amount quoted below deducted the excise tax or any other tax which may be applicable.

**5.2** You can benefit from the MIX 1000 upon successfully signing up by using one of the methods described in term 7.2 below, followed by successful top up with at least €20 or more. For the avoidance of any doubt, the MIX 1000 Plan can be only purchased upon successful top up with at least €20 or more. This means that you cannot purchase the MIX 1000 Plan from your credit, including the Credit Left in account in accordance with the term 6 below.

### 6. Mix 1000 benefits:

#### 6.1 When benefiting from MIX 1000 you will get the following:

<b>Vodafone MIX 1000 Units: Minutes/SMS/Internet on your Mobile</b>	1000 Units of Any Network Local Minutes/Any Network Local SMS/Internet. 1 unit = 1 SMS or 1 Minute or 1MB  + Credit left in main account depending on the topped up amount  The Units can also be used whilst roaming in EU to call to any local or EU number/send SMS to any local or EU number/use data allowance.
<b>Credit Left in account</b>	Upon successful top up the amount of € 16 will be deducted and the following amounts will be left in your account:  €4 left if topped up with €20 €34 left if topped up with €50
<b>Extra Units - My Vodafone Account</b>	Get an <b>Extra 1000 Units</b> when logged in and topping up from <b>My Vodafone Account on My Vodafone App or Web page</b>

\* Customers joining onto this Vodafone MIX 1000 Plan between 10th December 2018 and 20th December 2018 will benefit from an Extra 1000 units. These units are to be used between the 21st December and 25th December. In the event that you top-up within the 28 days any unutilized unused units will be accumulated. To benefit from this promo, you would need switch to the Vodafone MIX plan, opt-in to MIX 1000 and then Top-Up with €20 or more.

**6.2** The Units provided in MIX 1000 Bundle are for valid 4 weeks (for the avoidance of doubt, 28 days) and any unutilized Units shall be carried forward if you top up with at least € 20 within the 4 weeks' window. The Units carried forward will be accumulated until you stop benefiting from MIX 1000 as further described in term 6.3 below. Vodafone reserves the right to stop the accumulation of Units in accordance with term 10.2 below.

**6.3** Any remaining Units shall not be carried forward and forfeited if you unsubscribe and move to other MIX plan or any other prepaid plan or if the top-up is done after expiry of the 4 weeks' window. Upon the expiration of the 4 weeks' period you will receive an SMS notification whereby we inform you that the MIX 1000 Units have expired. For the avoidance of doubt this does not apply to the Credit left in your account.

**6.4** If all the Units provided within MIX 1000 are used up prior to the expiration of the 4 weeks' period, you shall be charged according to the following Out of Bundle rates:

<b>Out of Bundle Rates (Local and EU)</b>	<b>Calls/SMS:</b> 25c per minute to call any local network (mobile and fixed lines) 5c per SMS to any local network <b>Data:</b> €0.99 per 200MB valid for one (1) calendar day will be applicable. Any remaining unutilised MBs shall not be carried forward upon the expiration day time-window, for the avoidance of doubt it is valid from 00:00 to 23:59 of the same day when the charge is triggered. This Out of Bundle rate will commence once all the data allowance within the Plan is consumed and will continue to recur until a totality of 6.25GB. Any data above this limit will be charged at the rate of 2c/MB, unless you purchase an Add-On Bundle in accordance with term 9 below.
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\*As from the 15th of January 2019 Customers joining onto this Vodafone MIX 1000 Plan will benefit from free 2GB every time they top-up. The data can be used in Malta and in EU. Please note that any unutilized data will roll over and accumulate in the event that you top-up within the 28 days validity. Data will be first consumed from the 2GB Data Bundle and then from the Units given with MIX 1000. To benefit from this promo, you would need switch to the Vodafone MIX plan, opt-in to MIX 1000 and then Top-Up with €20 or more. This promotion is available till the 28th February 2019, unless extended by us.

**6.5** You can monitor your usage by sending a blank SMS to 16290 from your mobile phone free of charge. You are hereby being advised that this only serves as guidance as it may not always be accurate. Therefore, should you exceed the Units allowed in your Plan, you will still be liable for all access charges.

**6.6 Roaming.** You can benefit from MIX 1000 whilst roaming in the EU as described in in this term 6 above. The EU roaming benefits provided with this Plan are subject to the Fair Use Policy in line with the EU Regulations further explained under Term 13.2 of [General Terms and Conditions](#). Refer to [Rates by Country](#) for more information on charges when roaming outside of the EU.

## 7. How to benefit from MIX 1000:

**7.1.** In order to benefit from MIX 1000, you need to:

**7.1.1.** successfully sign up by using one of the methods described in term 7.2 below

**7.1.2.** successfully top up your account with at least €20 or more.

**7.2.** How to sign up to MIX 1000:

Sign up	by logging in to My Vodafone Account using <a href="#">My Vodafone App</a> . <b>OR</b> by logging in to My Vodafone Account using My Vodafone Web <b>OR</b> Sending a SMS to 16200 from the Mobile number you wish to subscribe, writing <b>MIX1000</b> <b>OR</b> Visit one of our retail <a href="#">stores</a> or call us on 247 from your handset.
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**7.3.** Upon signing up to MIX 1000, we shall send you a verification SMS confirming your successful subscription. You will be automatically switched on to MIX 1000 upon such confirmation.

**7.4.** Upon subscribing to MIX 1000 and topping up as described in term 7.1, you will automatically lose any unused benefits that you were benefitting from your previous plan.

**7.5.** In the event that you use your mobile handset before receiving the SMS notification confirming your successful subscription and prior to topping up with up at least €20 or more to MIX 1000, you shall automatically be charged according to the plan you would be subscribed to prior to this subscription.

**7.6** The MIX 1000 Units will be assigned once a successful top up with at least €20 or more is completed. If the top-up is done by logging in your My Vodafone Account on My Vodafone App or My Vodafone Webpage you will benefit from 100 Extra Units above the standard 1000 Units. For avoidance of doubt, should you top up by any other method which is not through My Vodafone App or My Vodafone Web Top Up ( i.e. My Vodafone App or Web but not logged in/using a Top-up voucher/ATM etc.) you will only be assigned the MIX 1000 Units, and no Extra Units will be assigned.

**7.7.** You will benefit from MIX 1000 each time you top up of € 20 or more, unless you unsubscribe in accordance with term 8 below.

**8. How to unsubscribe from MIX 1000:**

Unsubscribe	Send an SMS with ' <b>STOPMIX1000</b> '
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**8.1.** You may unsubscribe from MIX 1000 at any time without forfeiting the unused benefits until the original expiry date. However, should you subscribe to another plan whilst benefitting from MIX 1000, the MIX 1000 Units will be forfeited as explained in term 8.2 below.

**8.2.** You may only benefit from one (1) prepaid plan at a time. If you decide to subscribe to any other prepaid plan offered by us or to any Top Up and Get plan or add-on bundle that is not compatible with this MIX 1000, whilst being subscribed to this Plan, you shall automatically stop benefiting from the MIX 1000 and you will lose any unused MIX 1000 Units.

**8.3.** If you decide to purchase a different MIX Plan prior to the expiration of your current MIX 1000, the remaining unused Units of your current MIX 1000 will be lost.

## **9. Additional Add-On Bundles (“Add-Ons”) available with MIX 1000**

**9.1.** All charges deriving from these Add-Ons are inclusive of VAT but exclude any other additional tax.

**9.2.** The Add-Ons in term 9.5 below can be purchased and stopped by one of the below methods:

**9.2.1.** By sending a FREE SMS to 16200 with the text indicated in the respective columns as per term 9.5 below OR

**9.2.2.** From the [My Vodafone App](#) OR

**9.2.3.** From the [My Vodafone section](#) on our website OR

**9.2.4.** By visiting one of our retail [stores](#) OR

**9.2.5.** By calling us on 247 from your handset

**9.3.** Add-Ons will automatically recur upon expiry date of validity period and upon payment.

**9.4.** Add-Ons are not limited to one purchase and Add-On Bundles can be purchased as many times as required.

**9.5.** The below Add-On is available with the MIX Plan, any other internet add-ons not mentioned below are not available with the MIX 1000:

<b>Add-On Bundles</b>	<b>Validity</b>	<b>Price</b>	<b>To Buy</b>	<b>To Stop</b>
<b>500MB</b>	Every 28 days	€5	<b>500MB</b>	<b>STOP500MB</b>
<b>1GB</b>	Every 7 days	€5	<b>1GB</b>	<b>STOP1GB</b>
<b>3GB</b>	Every 28 days	€15	<b>3GB</b>	<b>STOP3GB</b>

**9.6.** You may opt out of the Add-Ons at any time. Upon opting out, the Add-On shall not recur after the validity of the Add-On expires. For the avoidance of any doubt, once opted out, you shall not forfeit any remaining benefits from the Add-On throughout the respective validity period.

**9.7.** If the benefits within the Add-Ons are used up prior to the expiration of the respective validity period, you may opt to purchase another Add-On through the methods described in term 9.2

**9.8.** Any remaining benefits from your Add-On will not be carried forward upon the expiration of the respective Add-On time-window.

## **10. General Information on this Plan**

**10.1.** When you subscribe to this Plan, you are automatically accepting to adhere to these Specific Terms and Conditions.

**10.2.** We reserve the right to suspend indefinitely or for a definite period, amend/alter/delete or terminate these terms and conditions at any time (collectively the 'Modifications'), by giving you a 30 calendar days' prior written notice with the proposed amendments/alterations or stating the reason for the Modifications thereof. Should you disagree with the proposed Modifications during the 30-day time-period, you shall have the right to opt-out from your Tariff Plan by informing us of your decision to this effect without incurring any penalties for early termination of your Tariff Plan, as may be applicable. Your continued use of the service after the expiration of the 30-day time-period signifies your acceptance of any amendment.

**10.3.** From time to time we may modify the standard settings and/or features of your Plan to offer an additional value. Such changes might include increasing your data, voice or text allowances or improving your connectivity speeds. In case that such changes are approved and considered to be inherently beneficial by the Malta Communication Authority in accordance with applicable laws, we will inform you about the changes by giving you a 1-day prior notice and term 10.2 above will not apply.

**10.4.** If you are using a Blackberry® Easyphone, you need to subscribe to a Blackberry® license fee of €2, inclusive of VAT payable every 30 days. This license fee will allow you to access internet from your Blackberry device. To purchase the Blackberry® license fee, you must send a free SMS to 16200 with the word 'BB'. Upon purchasing the license fee, you shall automatically be charged €2 every 30 days, which amount will be deducted from your mobile credit. Should you wish to stop purchasing the Blackberry® license fee, you must send a free SMS to 16200 with the word 'STOPBB'.

**10.5.** You are advised to visit our [website](#), call our Customer Care on 247, send us an email on [247.mt@vodafone.com](mailto:247.mt@vodafone.com) or visit one of our retail outlets, to purchase or learn more about this Plan.

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