



Vodafone POP Star

1. The Vodafone POP star plan hybrid tariff is offered by Vodafone Malta Limited ('we') to its new and existing customers ('you'). Vodafone reserves the right to limit the number of POP Star plan monthly tariff plans offered to a single person/legal entity.

2. You may subscribe to Vodafone POP Star plan as from the 24th July 2015.

3. **Vodafone POP Star plan's (Plan)** rates and charges quoted below are inclusive of VAT but are exclusive of excise tax or any other taxes which may be applicable.

3.1. Benefit from the below Tariff Plan, upon payment of €25 each month and upon signing a 2 year agreement – Option 1

3.1.1. Unlimited minutes to all local Vodafone mobile numbers;

3.1.2. Unlimited SMSs to all local Vodafone mobile numbers;

3.1.3. 100 units to call or SMS any local mobile and fixed numbers on **any local network** (1 unit = 1 SMS or 1 Minute) **at any time**. The units can also be used to call/SMS **Maltese and EU numbers** whilst roaming in EU.

Promo Offer: As from the 27th July 2016 100 units provided for with the Tariff Plan may also be used when in Malta to call or SMS EU numbers. The Promo Offer is valid until the 31st March 2017.

3.1.4. 500MB Internet on Your Mobile at 4G speeds to use when in Malta and when travelling in EU;

3.1.5. A subsidy on one of our handsets

3.1.6. A promotional monthly fee of €20 per month will apply instead of €25 per month for the duration of the contract, for subscriptions to Vodafone POP star plan done before the 31st August 2016.

3.2. Benefit from the below Tariff Plan, upon payment of €20 each month and upon signing a 1 year agreement – Option 2

3.2.1. Unlimited minutes to all local Vodafone mobile numbers;

3.2.2. Unlimited SMS to all local Vodafone mobile numbers;

3.2.3. 100 units to call or SMS any local mobile and fixed numbers on **any local network** (1 unit = 1 SMS or 1 Minute) **at any time**. The units can also be used to call/SMS **Maltese and EU numbers** whilst roaming in EU.

Promo Offer: As from the 27th July 2016 the 100 units provided for with the Tariff Plan may also be used when in Malta to call or SMS EU numbers. **The Promo Offer is valid until the 31st March 2017.**

3.2.4. 500MB Internet on Your Mobile at 4G speeds to use when in Malta and when travelling in EU;

4. Bonus Units Reward ('Reward') as from 1st February 2018:

4.1 Every time POP Star is successfully **repurchased automatically** every month, you shall automatically be awarded an extra **50 units to call or SMS** any local mobile and fixed numbers on **any local network** (1 unit = 1 SMS or 1 Minute) **at any time**. The units can also be used to call/SMS **Maltese and EU numbers** whilst roaming in EU. For the



avoidance of doubt, the Reward shall NOT be assigned if POP Star is repurchased after the 30 day time-window.

4.2 **Promo Offer:** As from the 1st February 2018, the Reward provided for with the Plan may also be used when in Malta to call or SMS EU number. The Promo Offer is valid until the 31st March 2018.

4.3 The Reward may be used within 28 days from when they are awarded to you. For the avoidance of doubt, upon the expiry of the 28-day time-window, you shall automatically lose any remaining/unused credit

5. Rates outside Tariff Plan and Information on Charges

5.1 All rates and charges quoted below are inclusive of VAT and excise tax. You may check/monitor your Bundle usage by sending an SMS to 16290 free of charge.

Out of Bundle Rates Bundle	
Calls	<p>€0.10c per minute to mobile/ fixed Maltese numbers, both whilst in Malta and whilst roaming in the EU. Calls lasting less than 1 minute shall be charged at a flat rate of €0.10c <u>Promo Offer valid from 27th July 2016 until 31st March 2017 or until extended:</u> The rate of €0.10c per minute shall also apply to call mobile and fixed EU numbers, both whilst in Malta and whilst roaming in the EU.</p>
Local Data	<p>€2 per 100MB. 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 3.2 GB. Any data above this limit will be charged at the rate of 10c/MB (Minimum charge: €0.10c per connection), unless you purchase an Add-On Bundle.</p>
SMS	<p>€0.10c per SMS to Maltese mobile numbers, both whilst in Malta and whilst roaming in the EU. <u>Promo Offer valid from 27th July 2016 until 31st March 2017 or until extended:</u> The rate of €0.07c per SMS shall apply to SMS EU mobile numbers whilst in Malta and the rate of €0.10c per SMS shall apply to SMS EU mobile numbers whilst roaming in the EU.</p>

Rates for Other Services	
Calls/SMSs to Premium	Charged outside of your call minutes/SMS Bundle Premium Call Rate = fixed line call rate + premium rate of the



Rate Numbers (Local and International)	call Premium SMS Rate = charged at the premium rate For more info on premium rates visit: www.mca.org.mt/sites/default/files/pageattachments/PRSDecision.pdf
Video Calls	Not consumed from your Bundle. €0.25c to any local number.

5.2 International Calls are not consumed from your Bundle. Please visit <https://www.vodafone.com.mt/internationalrates-prepaid> for more information about International Call charges.

5.3 To benefit from beneficial International call rates: Enter 1099 prefix before dialling the international number (for ex: if you wish to call a UK number at a discounted rate you need to dial 10990044XXXXX). Please visit <https://www.vodafone.com.mt/tc-payasyoutalk#1099international> for more information about charges.

6. Roaming: On this Plan, You will have the option to subscribe to our Vodafone Hybrid Traveller tariff plan (<https://www.vodafone.com.mt/tc-pay-monthly#hybridtraveller>).

No bill shock preventer or data roaming notification is available on the Hybrid Traveller tariff Plan. To be able to avail yourself from the bill shock preventer or data roaming notification, you must be subscribed to the basic default tariff.

Call our Customer Care on 247, send an e-mail on 247.mt@vodafone.com or visit our website on www.vodafone.com.mt/hybridtraveller to view our Vodafone Hybrid Traveller Terms and Conditions.

7. Add-On Packs: Once on this Tariff Plan, you may opt to benefit from Add-On Packs at an additional fee. For more information on which Add-On Packs are available with this Tariff Plan, visit one of our retail outlets, or visit our website

8. Disconnections, Migrations and Other Fees

8.1. The Monthly charge as per term 3 above shall be charged on the same day of every month and will be effective from the date of your Agreement. The payment for the Bundle shall be charged in advance and can only be effected by Direct Debit Mandate (via your credit or debit card). You shall be requested to provide us with your credit or debit card details upon subscribing to this Plan.

8.2. Should payment be rejected, you will be informed accordingly and given 28 days to rectify the situation. Unsuccessful payment after this period will be considered as a breach of the agreement and a penalty fee outlined in term 8.1 will be applied. Upon assignment of the penalty fee, your mobile account will go into negative credit and you will not be able to make calls or send SMSs. You will be able to make use of your mobile line again upon paying the necessary fee, at which point you would have terminated your Vodafone POP Star contract.

8.3. Should payment of your Monthly Access Fee be successful within the 28day period, the next payment will occur as per the same day set at the start of your agreement.

8.4. The 28 day notice shall apply in all payment cycles, except first payment. Should the first payment not be successful within 10days of your acceptance to the terms and conditions by signing the agreement and the terms and conditions, this will considered



as a being breach of the agreement. In which case, the Fee indicated in term 8.1 will apply.

8.5. Should you be in breach of the agreement and fail to pay the stipulated fees, we reserve the right to upload your details on Credit Info. This is a credit risk management service that allows other entities to view your credit rating.

8.6. Besides the Monthly Charge, you may also top up your credit through prepaid top ups. You will also benefit from additional credit, depending on amount topped up over and above bundle. The newly topped up credit shall be consumed on usage outside of the bundle.

8.7. Top-ups affected do not count towards the Monthly Charge. This is only payable through Direct Debit Mandate.

9. Disconnections, Migrations and Other Fees – Option 1

9.1. Upon migrating to another tariff plan (prepaid or pay monthly) or upon disconnecting from this Plan, you shall be liable to pay a fee which covers the cost of the Smartphone (the 'Fee'). This Penalty Fee will be calculated pro rata, according to price of the smartphone and duration of the contract.

9.2. Your Agreement can be terminated in two methods, both subject to the Fee:

9.2.1 A voluntary termination:- applies where you opt to terminate your Agreement before its expiry date. If you wish to migrate onto another prepaid plan or onto a pay monthly plan, this Agreement must first be terminated and you must pay the Fee and any other charges which may be applicable. You may terminate your Agreement by visiting one of our outlets.

9.2.2 A financial termination:- termination of your Agreement by way of breach of the payment terms due to failure to comply with the payment of your Monthly Charge.

9.3 The Fee shall be automatically deducted from your mobile credit. If you do not have enough credit in your mobile to cover the Fee, credit will go into negative credit and the line will automatically be barred. Once a top up is made, an automatic payment to the outstanding amount is made. Line will be unbarred once balance has been paid in full. Outstanding balance can also be paid by visiting one of our outlets or calling 247.

9.4 You may terminate your Agreement within 15days from the date of signature, without incurring any fees. This shall apply provided that you have not used the handset given with the Plan in accordance with Term 3.1. above and provided that the handset is returned to us sealed.

10. Disconnections, Migrations and Other Fees – Option 2

10.1. Upon migrating to another tariff plan (prepaid or pay monthly) or upon disconnecting from this Plan, you shall be liable to pay a flat penalty fee of fifty Euros (€50) (the 'Flat Fee').

10.2. Your Agreement can be terminated in two methods, both subject to the Fee:

10.2.1 A voluntary termination:- applies where you opt to terminate your Agreement before its expiry date. If you wish to migrate onto another prepaid plan or onto a pay monthly plan, this Agreement must first be terminated and you must pay the Fee and any other charges which may be applicable. You may terminate your Agreement by visiting one of our outlets.

10.2.2 A financial termination:- termination of your Agreement by way of breach of the payment terms due to failure to comply with the payment of your Monthly Charge.



10.3. The Fee shall be automatically deducted from your mobile credit. If you do not have enough credit in your mobile to cover the Fee, credit will go into negative credit and the line will automatically be barred. Once a top up is made, an automatic payment to the outstanding amount is made. Line will be unbarred once balance has been paid in full. Outstanding balance can also be paid by visiting one of our outlets or calling 247.

10.4. You may terminate your Agreement within 15 days from the date of signature, without incurring any fees.

11. Upgrades and Renewals

11.1. You may renew your agreement either by calling customer care on 247, free of charge, from your handset, or by visiting one of our [retail outlets](#). The list of our retail outlets may be found on this link: <https://www.vodafone.com.mt/vodafonestores>.

11.2. You may upgrade your Vodafone POP Star at any time, and

11.2.1 If choosing Option 1 as in Term 3.1 above: a disconnection fee will apply if migrating to another plan. The disconnection fee will be calculated pro rata, according to price of the smartphone and duration of the contract,

11.2.2 If choosing Option 2 as in Term 3.2 above: No disconnection fee will apply if upgrading to another plan. You will sign a new contract for the new plan you will be upgrading to and the term of the new contract shall commence from the date of signing.

12. General Terms and Conditions on the Tariff Plan

12.1. If you do not use up the allocated Bundle within any given month, the remaining minutes/SMSs/data will not be carried forward to the following month.

12.2. In the event that you use your mobile handset before receiving the SMS notification confirming your successful subscription to the Monthly Bundle, you shall automatically be charged according to the plan you would be subscribed to prior to this subscription.

12.3. If you opt to choose a mobile phone that exceeds the subsidised value, a deposit equivalent to 3 months access fee of your Tariff Plan, is required upon subscription.

13. General Terms and Conditions

13.1. When you subscribe to this Tariff Plan, you are automatically accepting to adhere to these terms and conditions.

13.2. Our [general terms and conditions](#), our 4G Service terms and conditions, our [secure e-billing terms and conditions](#), our [after sales terms and conditions](#) and any of our other relevant terms and conditions shall also apply.

13.3. You are advised to visit our website vodafone.com.mt, call our Customer Care on 247, send us an email on 247.mt@vodafone.com or visit one of our [retail outlets or authorised dealers](#), to learn more about these Tariff Plans.

13.4. As from 4th November 2013, our data network will be able to support 4G speeds in selected areas. 4G mobile data speeds are dependent on the network coverage as well as on your device. For further information about coverage in your area or should you have any queries about mobile data speeds, visit our website vodafone.com.mt, call our Customer Care on 247, send us an email on 247.mt@vodafone.com or visit one of our [retail outlets or authorised dealers](#). Upon subscribing to this Tariff Plan, **the 4G Service general terms and conditions shall also apply.**



13.5. 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 to charge you for the excessive element of your usage at your price plan's standard rate or to suspend or terminate your service in accordance with your airtime contract. 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.

13.6. 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') and for any valid commercial, technical or operational reason, by giving you a 30 day 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 without incurring any penalties by informing us of your decision to this effect. You may incur penalties should you decide to opt-out after the expiration of the 30 day time-period.

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