



## Vodafone RED Plan (with More Data)

1. Offered by Vodafone Malta Limited ('we') to its new and existing customers ('you') as from the 1st October 2014. We reserve the right to limit the number of Red monthly tariff plans offered to a single person/legal entity.

### 2. Vodafone Red Plan + More Data (Tariff Plan)

All rates and charges quoted below are inclusive of VAT but are exclusive of excise tax or any other taxes which may be applicable

Option 1 – Add 500MB extra to your plan	Option 2 – 1GB extra to your plan
Benefit from the below local Bundle, upon payment of €65 each month and upon signing a <b>1 year agreement</b> .	Benefit from the below local Bundle, upon payment of €69 each month and upon signing a <b>1 year agreement</b> .
<b>Local Bundle</b> (i) Unlimited minutes to all local fixed and mobile numbers on any local network; (ii) Unlimited SMSs to all mobile numbers on any local network; and (iii) 2.5GB Internet on Your Mobile	<b>Local Bundle:</b> (i) Unlimited minutes to all local fixed and mobile numbers on any local network; (ii) Unlimited SMSs to all mobile numbers on any local network; and (iii) 3GB Internet on Your Mobile
<b>International Bundle</b> (i) 30 min to EU countries (ii) 30 SMS to anywhere	<b>International Bundle:</b> (i) 30 min to EU countries (ii) 30 SMS to anywhere
<b>Internet On Your Mobile Speeds</b> (i) 4G Local Speeds (Refer to Term 10.3)	<b>Internet On Your Mobile Speeds:</b> (i) 4G Local Speeds (Refer to Term 10.3)
Signature: _____  Date: _____	Signature: _____  Date: _____

**2.1** All rates and charges are inclusive of VAT but are exclusive of excise tax or any other taxes which may be applicable

**2.2** If you wish to benefit from a subsidy on one of our 4G enabled handsets, you will be required to sign a **2 year agreement**. - **Option 1**.

**2.3** If you wish to benefit from a €10 monthly discount (Eco-Credit) on your monthly access fee, you will be required to sign a **2 year agreement** (and not get a subsidy on a handset) - **Option 2**.

### 3. Rates outside Tariff Plan and Information on Charges

**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. You may check/monitor your Bundle usage by sending an **SMS to 16290 free of charge**.

Out of Bundle Rating	
Service	Rate Outside Bundle
Local	Any local data usage consumed out of your data allowance will be charged at €5 per 500MB. This bundle will commence once all the local data allowance within the tariff is consumed and recur indefinitely until the end of the month.



Rating for Other Services	
Other Services	Rates
<b>Calls/SMSs to Premium Rate Numbers</b>	Charged outside of your call minutes/SMS Bundle
	Premium Call Rate = fixed line call rate + premium rate of the call Premium SMS Rate = charged at the premium rate
	For more info on premium rates visit: <a href="http://www.mca.org.mt/sites/default/files/pageattachments/PRS_Decision.pdf">www.mca.org.mt/sites/default/files/pageattachments/PRS_Decision.pdf</a>
<b>MMS</b>	€0.23c per MMS to any local number €0.58c per MMS to an international number
<b>Video Calls</b>	Not consumed from your Bundle. €0.25c to any local number.

**3.2** International Calls are charged on a per minute basis and calls towards EU with 1099 prefix shall not be consumed from your International Bundle.

Zone	Calls & Video Calls without using 1099	SMS	MMS	Calls with 1099
1 - EU	€0.22c	€0.07c	€0.58c	€0.22c
2 - North Africa, USA, Canada & Australia	€0.51c	€0.23c	€0.58c	€0.30c
3 - Rest of the World	€0.91c	€0.23c	€0.58c	€0.35c
4 - Premium, Satellite & Other Countries	€2.63c	€0.23c	€0.58c	€4.50c

**3.3** To benefit from these 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 10990044XXXXXX).

International voice calls lasting up to one minute shall be charged at the applicable flat rate

**3.4** These rates do not apply whilst roaming. Visit: [vodafone.com.mt/roaming](http://vodafone.com.mt/roaming) for roaming charges.

For more information visit: <https://www.vodafone.com.mt/tc-pay-monthly#internationalpaymonthly>

#### 4. Roaming:

4.1. The benefits of this Tariff Plan are not applicable whilst roaming and our [Basic roaming rates](#) shall apply. This does not apply to those of you registered to our [Vodafone Traveller tariff plan](#).

4.2. 4G speeds are only available on the local network and are not supported whilst roaming.

4.3. You will have the option to subscribe to our [Vodafone Traveller tariff plan](#).

4.4. No bill shock preventor or data roaming notification is available on the Traveller tariff Plan. To be able to avail yourself from the bill shock preventor or data roaming notification, you must be subscribed to the basic [default tariff](#).

4.5. Call our Customer Care on 247, send an e-mail on [247.mt@vodafone.com](mailto:247.mt@vodafone.com) or visit our website on [www.vodafone.com.mt](http://www.vodafone.com.mt) to view our [Vodafone Traveller Terms and Conditions](#).

#### 5. Administrative charges

The following administrative charges (inclusive of VAT) shall apply:

Service	Applicable Administrative Charge
Migration from this Tariff Plan to prepaid	€3 one-time charge



Removal of an Add-On Pack as long as this is not tied to a penalty	€3 per add-on pack removal
Paper copy of your itemised bill	€3 per itemised bill
Downgrade to another pay monthly tariff plan with lower monthly access fee	€3 one-time charge
No Direct Debit Mandate	€3 per month
Twin SIM functionality	€5 per month
BES (Blackberry Enterprise Server)	€13 per month
Direct Debit Reversals	€5 one-time charge
Suspension of Service - reconnection charge	€10 one-time charge
Paper bills	€2 per invoice

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

## 6. Add-On Packs

6.1. You can add the following International EU Calls Add-on Pack to your Tariff Plan at an additional monthly fee (including VAT) as follows:

International EU Calls Add-On Packs		
Add-On Packs	Includes	Monthly Fee incl. VAT
International EU Bundle	50 minutes to EU	€5

**6.1.1** The International EU Bundle shall only be applicable for calls towards the current Zone 1. The International EU Bundle will be consumed on a per second basis. Once this is consumed, you will be charged €0.22c/minute unitized per minute if the 1099 prefix is used, or else the standard international rates apply. <https://www.vodafone.com/mt/tc-pay-monthly#internationalpaymonthly>

6.2. The Add-On Pack will be consumed once you have exhausted the allowances in your bundle (term 2.1).

6.3. Removal of an Add-On Pack can be done either by calling our customer care on 247 from your handset (free of charge) 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>.

6.4. The removal of an Add-On Pack is subject to a €3 charge as per Term 5 above.

## 7. Disconnections, Migrations and Penalties

7.1. A penalty or the waived cost of the subsidised handset shall apply upon disconnection and termination (prior to the expiration of your Agreement) or upon migration to another pay monthly tariff plan with a lower monthly access fee.

Penalty structure for 1 year tie-ins	
Termination	€50 flat fee
Upgrades/Same Level	No penalty
Downgrade	€3 administrative fee

Penalty structure for 2 year tie-ins		
	Year 1	Year 2
<b>Termination - Option 1</b>	100% of devices subsidy	50% of device subsidy
<b>Termination - Option 2</b>	100% of monthly discount x no. of months into contract	100% of monthly discount x no. of months into contract
<b>Downgrade</b>	Access fee difference x6 months + €3 administrative fee	Access fee difference x3 months + €3 administrative fee



<b>Upgrade/Same Level -</b>	No penalty	No penalty
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7.2. Applicable penalty for termination within the remaining 2 months of your contract amounts to twice your monthly access fee. The applicable penalty for termination in the remaining 1 month amounts to 1 monthly access fee

## 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. Renewals

You may renew your agreement, 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>.

## 10. General Information on this Tariff Plan

**10.1.** 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.

**10.2.** [In Office](#) will be allowed by default on this Tariff Plan.

**10.3.** 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](http://vodafone.com.mt), 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 or authorised dealers](#). Upon subscribing to this Tariff Plan, the **4G Service general terms and conditions** shall also apply.

**10.4.** You are requested to apply for our secure e-billing service by providing us with your personal e-mail address upon subscription. You will start receiving a monthly SMS notification, 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.

**10.5.** 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.

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

**11.3.** All charges deriving from these Tariff Plans are inclusive of VAT and but are exclusive of excise tax

**11.4.** Due to contention ratios on the network, limitations inherent within the technology and other factors beyond our control which directly impinge on the quality of radio coverage the download/upload speed may vary from time to time..

The factors that affect mobile data speeds are:

- i. Network capabilities.
- ii. User Device capabilities.
- iii. Quality of Radio Coverage.



**11.5.** You are advised to visit our website [vodafone.com.mt](http://vodafone.com.mt) , 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 or authorised dealers](#), to learn more about this Tariff Plan.

**11.6 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 Basic 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.

**11.7** We can suspend, modify or terminate these terms and conditions at any time and for any valid reason. You shall be given a 30 day notice during which you may opt-out of this Tariff Plan without incurring any penalties.

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