



Vodafone Red Basic Plan

Your Monthly Benefits	
In Malta: Minutes & SMS to all local Vodafone mobile numbers	Unlimited
In Malta: Minutes & SMS to all local numbers	80
Internet on your mobile to be used in Malta and in EU	1GB
Incoming Calls in Malta and when travelling in EU	FREE
IN EU: Minutes & SMS to all EU and local numbers	80
Usage whilst travelling in Rest of World countries	Traveller
Monthly Access Fee	€35 (€5 discount when not opting for a device)
Monthly Access Fee without Direct Debit Mandate	€36.50 (€5 discount when not opting for a device)

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

2. You may subscribe to Vodafone Red Basic Plan as from the 8th April 2013. This version of the terms and conditions is applicable as from 1st May 2019.

3. **Vodafone Red Basic Plan (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.

3.1 Benefit from the below Bundle, upon payment of €35 each month and upon signing a **1 year agreement**.

3.1.1 Local usage:

3.1.1.1 Unlimited minutes to all local Vodafone mobile numbers;

3.1.1.2 80 minutes to all local fixed and mobile numbers on any local network;

3.1.1.3 Unlimited SMSs to all local Vodafone mobile numbers

3.1.1.4 80 SMSs to all mobile numbers on any local network; and

3.1.2 Usage whilst abroad in EU:

3.1.2.1 Free incoming calls

3.1.2.2 80 minutes to Malta and EU

3.1.2.3 80 SMSs to Malta and EU

3.1.3 Data:

3.1.3.1 1 GB Internet on Your Mobile to use in Malta and in EU

These roaming benefits are subject to the Fair Use Policy in line with the EU Regulations further explained under clause 13.2. of [General Terms and Conditions \(Prepaid & Pay Monthly Plans\)](#).

3.2 If you wish to benefit from a subsidy on one of our handsets, you will be required to sign a **2 year agreement – Option 1**.

3.3 If you wish to benefit from a €5 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**



4. Rates outside Tariff Plan and Information on Charges

4.1 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 Rates	
Service	Rate Outside Bundle
All Local Calls	€0.25c per minute. Calls lasting less than 1 minute shall be charged at a flat rate of €0.25c per call
Local & EU Roaming Data Usage	Any local or EU roaming data usage consumed out of your data allowance will be charged at €5 per 500MB. This bundle will commence once all the data allowance within the tariff is consumed and recur indefinitely until the end of the month.
Local SMS	€0.05c per SMS
Calls to Malta and EU when in EU	€0.25c per minute, charged for the 1st 30 seconds and per second thereafter.
SMS to Malta and EU when in EU	€0.05c per SMS

Rates for Other Services applicable when in Malta and EU	
Other Services	Rates
Calls/SMSs to Premium Rate Numbers	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: www.mca.org.mt/sites/default/files/pageattachments/PRS Decision.pdf
MMS	€0.23c per MMS to any local number €0.58c per MMS to an international number
Calls to 1189	Consumed from Voice minutes Bundle. Rate outside Bundle is:- €0.25c
Video Calls	Not consumed from your Bundle. €0.25c to any local number.

4.2 International Calls are charged on a per minute basis and shall not be consumed from your Bundle.

Zone	Calls & Videocalls without using 1099	SMS	MMS	Calls with 1099
Zone 1 – EU countries	€0.22c	€0.07c	€0.58c	€0.25c
Zone 2	€0.51c	€0.23c	€0.58c	€0.30c
Zone 3	€0.91c	€0.23c	€0.58c	€0.35c



Zone 4	€2.63c	€0.23c	€0.58c	€4.50c
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4.3 To benefit from these rates: Enter 1099 prefix before dialing 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. These rates do not apply whilst roaming. Visit: vodafone.com.mt/roaming for roaming charges. For more information visit: <https://www.vodafone.com.mt/tc-pay-monthly#internationalpaymonthly>

5. Roaming

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

5.1 You will have the option to subscribe to our Vodafone Traveller tariff plan when travelling in NON-EU.

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

6. Administrative charges

The following administrative charges shall apply:

Service	Applicable Administrative Charge incl. VAT
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
Suspension of Service – reconnection charge	€10
Paper bills	€2 per invoice

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

7. Add-On Packs

7.1 Once on this Tariff Plan, you may opt to benefit from Add-On Packs at an additional monthly fee. For more information on which Add-On Packs are available with this Tariff Plan, call 247, free of charge from your handset, visit one of our retail outlets, or visit our website.

8. Disconnections, Migrations and Penalties

8.1 A penalty and/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 agreements

Termination	30% of the Monthly Access Fee x remaining months
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Downgrades	30% of the difference in Monthly Access Fee x remaining months
Upgrades/Same Level	No Penalty

Penalty structure for 2 year tie-ins – Applicable for Options 1 & 2

	Year 1	Year 2
Termination – Option 1	100% of devices subsidy + (30% of the monthly access fee x remaining months)	50% of device subsidy + (30% of the monthly access fee x remaining months)
Termination – Option 2	30% of the monthly access fee x remaining months *	30% of the monthly access fee x remaining months *
Downgrade – Options 1 & 2	30% of the difference in monthly access fee x remaining months	30% of the difference in monthly access fee x remaining months
Upgrade/Same Level – Options 1 & 2	No Penalty	No Penalty

8.2 If you wish to terminate an Option 2 contract, a penalty of not more than €200 and not less than €50 will apply. If terminating the Option 2 contract in the last month of your contract, the applicable penalty for termination will be equivalent to your monthly access fee.

9. Payment

9.1 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.

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

10. Renewals

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. General Information on this Tariff Plan

11.1 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.

11.2 In Office (www.vodafone.com.mt/inoffice) will be allowed by default on this Tariff Plan.

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

11.4 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.

11.5 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, 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.



11.6 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

12. General Terms and Conditions

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

12.2 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.

12.3 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.

12.4 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.**

12.5 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.

12.6 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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