



Vodafone Fixed Internet & Telephone Services Terms and Conditions

1. The Vodafone Fixed Internet & Telephone Services Terms and Conditions are offered by Vodafone Malta Limited ('we') to **existing and new** fixed services customers ('you'). Vodafone reserves the right to limit the number of plans offered to a single person/legal entity. These terms and conditions must be read in conjunction with the Vodafone General Fixed Services Terms and Conditions.

2. You may subscribe to any one of the Vodafone Fixed Internet & Telephone Services Plans as from the 13th June 2016.

3. **Vodafone Fixed Internet & Telephone Services Plans** available (the 'Tariff Plans'):

3.1. 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.

3.2. **Bundled Fixed Internet & Telephone Plans:**

Option A: Vodafone Home Internet & Telephony Service on a one (1) year agreement or

Option B: Vodafone Home Internet & Telephone Service on a two (2) year agreement

Vodafone Home Internet & Telephone

Monthly Access Fee €45*

Fixed Internet Service

Fixed Internet data cap 350GB/month

Download Speed(estimated maximum) 30Mbps

Upload Speed(estimated maximum) 15Mbps

Internet Device Provided by Vodafone – Monthly Device Rental Fee
2year agreement – No Rental Fee
1year agreement - €5/month

IP-Dynamic 1 FREE

Installation Charge and On-site support Charge Refer to term 6.2 below

Buy and Try Promotion as per term 4 below Available when signing a **2year agreement**

Service Description TSR download estimate 10-30 Mbps

Telephony Service

Calls to any local fixed number Unlimited

Calls to local Vodafone mobile numbers Unlimited

Calls to any other local mobile number €0.23/min

Calls to Premium Rate Numbers Charged outside of your unlimited call minutes
Premium Call Rate = fixed line call rate + premium rate of



the call
For more information on premium rates
visit: <http://www.mca.org.mt/notices-and-announcements/premium-rate-numbers-all-you-need-know>

International Call rates For more information [click here](#)

*A **discount of €10/month** applies to Vodafone customers subscribed to any mobile Post-paid plan, Hybrid plan, or Prepaid plans with at least 6 months of consecutive top-ups. For non-Vodafone customers, or customers on any other Vodafone plan, a **discount of €5/month** will be applied.

**Extended Introductory Offer:

Anybody subscribing to the Tariff Plans between the **5th of August 2016** and the **30th April 2017**, both days inclusive, shall have a €5 discount over and above the above-mentioned discounts (the '**Extended Introductory Offer**'). Therefore, for the avoidance of any doubt, when subscribing to the Tariff Plan during the Extended Introductory Offer, a total **discount of €15/month** applies to Vodafone customers subscribed to any mobile Post-paid plan, Hybrid plan, or Prepaid plans with at least 6 months of consecutive top-ups; and for non-Vodafone customers, or customers on any other Vodafone plan, a total **discount of €10/month** will be applied.

4. Offers with the Vodafone Home Internet & Telephone Service

4.1. Vodafone is offering you the **Buy and Try promotion** when choosing **Option B**. This promotion gives you:

- a) **Cooling Off Period:** These Tariff Plans come with a **14-day cooling off period** within which you can decide to stop the agreement, by returning the device/s to the Vodafone Destination Store (Birkirkara Bypass), without incurring any penalties. All devices must be returned in a good working condition, and with their original packaging, in default, a penalty of €200 shall apply in line with term 6.2 below.
- b) The **Buy and Try promotion** shall be available once, per subscriber, per contract.

5. Proper use of the Fixed Internet Device (the 'Device')

5.1. The Fixed Services provided for under this Tariff Plan should be used in good faith, and by respecting the limits as set out in this term 5.

5.2. You hereby acknowledge and accept that the Device provided for by Vodafone is used solely at the fixed address that you provide upon activation of the Fixed Services. Should you wish to change your fixed address, you are requested to contact us in accordance with term 11.2. The use of the Device at any other address than the one communicated to us is strictly prohibited. Should you breach this term 5.2, Vodafone reserves the right to terminate and/or suspend your Fixed Services

5.3. 5.3 The Fixed Internet Service carries with it a data cap of 350GB per month (the 'Data Limit'). Once you reach this Data Limit, Vodafone reserves the right to suspend and/or stop your service for the remainder of the then current month. Any unutilised data from the 350GB data cap at the end of the month shall not be carried forward to the following months.

6. Administrative charges and other rates

6.1. The following administrative charges shall apply:

Service	Applicable Administrative Charge incl. VAT
Paper copy of your itemised bill	€2 per itemised bill
Direct Debit Reversals	€5
No Direct Debit Mandate	€1.50 per month
Suspension of Service – reconnection charge	€10
Paper bills	€2 per invoice
Change in Customer Details	FREE

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

6.2. **Other Rates** that may apply:



Service/ Product	Applicable Rate incl. VAT
Static IP address	€2 per month for each Static IP
CPE Fixed Internet Device	€200/ device
Choosing you own Fixed Telephone number	€6.50 one-time charge
Device Rental Charge for Internet and Telephone Service (for 1 year agreements)	€5/ month
Support charges (Technician Home visit) during business hours	€25 for the first hour and €15 for subsequent hours
Support charges (Technician Home visit) during non- business hours (incl. Sundays and Public holidays)	€30 for the first hour and €17 for subsequent hours
Abandoned Installations	€20
Optional External Antenna Installation	€125 one-time charge
Late Payment Penalty (applicable for customers subscribing to this Tariff Plan as from the 1st October 2016)	€2 penalty shall apply for every invoice that is not paid within the due date stated on the invoice

7. Disconnection and Penalties

7.1. A penalty equalling to **50% Monthly Access Fees (excluding additional fees) × Remaining months into contract** shall apply upon disconnection and/or termination (prior to the expiration of your Agreement).

7.2. Upon disconnection of service, the Device alongside with its original packaging box should be returned to any of Vodafone's retail outlets in good working condition. In default, or should this equipment be returned damaged or faulty resulting from, but not limited to, misuse, mishandling, wilful damage by liquids, connection to unsuitable supply power, surges, lightening, tampering or service by unauthorised personnel, the customer will be liable to pay Vodafone the sum of €200.

7.3. Vodafone reserves the right to terminate the service if there is a breach of these terms and conditions. Provided that in such circumstances, you shall still be liable to pay the applicable penalty in terms of term 7.1 above.

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 together with an out of bundle usage at the rates provided in term 3.2 above.

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

8.3. Vodafone reserves the right to impose interest at the maximum rate permissible at law with respect to any overdue amount owed to Vodafone for the fixed services provided.

9. You may renew your agreement either by calling customer care on 247 or by visiting one of our retail outlets. The list of our retail outlets may be found on this link www.vodafone.com.mt/vodafonestores

10. General Information on these Tariff Plans: 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 on your mobile number, 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. General Terms and Conditions

11.1. Upon subscribing to this Tariff Plan, you are automatically accepting to adhere to these terms and conditions, and the General Fixed Services terms and conditions.

11.2. You are advised to call 1623, send us an email on 247.mt@vodafone.com or visit one of our retail outlets, to learn more about this Tariff Plan. The list of our retail outlets may be found on this link: <https://www.vodafone.com.mt/vodafonestores>.

11.3. 11.3 The benefits of this Tariff Plan are meant for individual residential use. 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.

11.4. 11.4 Bandwidth management: In order to guarantee our network integrity, and your access to all points of the Internet even during peak hours when the traffic is particularly high, Vodafone,



whilst respecting the principle of equal treatment of traffic, reserves the right to introduce temporary and non-discriminatory traffic management measures.

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