



Vodafone Link Plan for Customers migrated from WIMAX services

1. The Vodafone Link Plans are offered on promotion by Vodafone Malta Limited ('we') to its existing Fixed Services customers operating on Wimax technology ('you'). Vodafone reserves the right to limit the number of Vodafone Link tariff plans offered to a single person/legal entity. These Terms and Conditions must be read in conjunction with the General Vodafone Fixed Services Terms and conditions.

2. The **promotion** by Vodafone shall run from the 15th March 2015 till 31st August 2015 ('promotional period')

3. **Vodafone Link Plans** available (the 'Tariff Plans'):

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 Option A: Fixed Internet and Voice Services on a two (2) year agreement

Tariff Plans:	Vodafone Home Link
Monthly Access Fee	€25/ month
Fixed Internet	Unlimited Usage
Download Speed(estimated maximum)	30Mbps
Upload Speed	Up to 2Mbps
Fixed Voice	Unlimited calls to local Vodafone Mobile numbers 80 Minutes to call Any local fixed or local mobile network Refer to Term 4.2 for International Call Charges
Devices Provided by Vodafone – Monthly Device Rental Fee	FREE use of one Fixed Internet Device and FREE use of one Fixed Voice Device
Installation Charge	FREE Installation

3.3 Option B: Fixed Internet Service on a two (2) year agreement

Tariff Plans:	Vodafone Home Link Data
Monthly Access Fee	€18/ month
Fixed Internet	Unlimited Usage
Download Speed(estimated maximum)	30Mbps
Upload Speed	Up to 2Mbps
Devices Provided by Vodafone – Monthly Device Rental Fee	FREE use of one Fixed Internet Device
Installation Charge	FREE Installation

3.4 Option C: Fixed Internet and Telephony Service on a one (1) year agreement: Same as Option A, in Term 3.2 above, except for the Monthly Device Rental Fee which shall be charged at €10/ month as indicated in Term 5.2 below.

3.5 Option D: Fixed Internet Service on a one (1) year agreement: Same as Option B, in Term 3.3 above, except for the Monthly Device Rental Fee which shall be charged at €3/ month as indicated in Term 5.2 below.

4. Rates outside Tariff Plan (Available with Option A and Option C choices)

4.1 Out of Bundle Rates for Option A and Option C:

All local calls exceeding the bundled minutes	€0.25c per minute. Calls lasting less than 1 minute shall be charged at a flat rate of &euro0.25c per call
Calls to Premium Rate Numbers	Premium Call Rate = €0.25c/minute + premium rate of the call For more info on premium rates



visit: www.mca.org.mt/sites/default/files/pageattachments/PRS_Decision.pdf

Calls to 1189	Consumed from Voice minutes Bundle
International Calls	Charged on a per minute basis and shall not be consumed from your Bundle (Refer to Term 4.2 below)

4.2 International Calls Rates:

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

To benefit from 1099 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). For more information visit: www.vodafone.com.mt/tc-pay-monthly#internationalpaymonthly

5. Administrative charges and other rates

5.1 The following administrative charges shall apply:

Service	Applicable Administrative Charge incl. VAT
Paper copy of your itemised bill	€3 per itemised bill
No Direct Debit Mandate	€1.50 per month
Direct Debit Reversals	€5
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.

5.2 Other Rates that may apply:

Service/ Product	Applicable Rate incl. VAT
Static IP address	€2 per month for each Static IP
CPE Device	€200/ device
Fixed Voice Device	€60/ device
Device Rental Charge (for 1 year agreements on Fixed Internet and Fixed Telephony Plan)	€10/ month
Device Rental Charge (for 1 year agreements on Fixed Internet Only Plan)	€3/ month
Support charges (Technician Home visit) during business hours [09:00 till 17:00]	€25 for the first hour and €15 for subsequent hours
Support charges (Technician Home visit) outside business hours (incl. Sundays and Public holidays)	€30 for the first hour and €17 for subsequent hours
Abandoned Installations	€20



6. Cooling Off Period Promotion

6.1 These Plans come with a **30 day cooling off period** within which you can decide to stop the agreement, by returning the device/s to our Service Centre at the Destination Store on B'kara Bypass without incurring any penalties. All devices must be returned in a good working condition and with their original packaging, subject to a penalty of €200 in line with Term 8.2 below.

6.2 The Cooling Off Period Promotion shall apply only once per subscriber per Vodafone Link contract activated.

7. Disconnection and Penalties

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

7.2 Upon disconnection of service, the modem should be returned to one of Vodafone's retail outlets in good 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.

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. You may renew your agreement either by calling customer care on 247 or by visiting one of our retail [stores](#).

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 Fixed Services Terms and Conditions

11.1 Upon subscribing to one of these Tariff Plans, you are automatically accepting to adhere to these 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 these Tariff Plans. The list of our retail outlets may be found on this link: <https://www.vodafone.com.mt/vodafonestores>.

11.3 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 suspend or terminate your service. 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.

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