

## **Vodafone SOS Credit Terms and Conditions**

1. Vodafone Malta Limited ('we') is providing all its prepaid customers ('you') with an SOS credit service (the 'SOS Service'), subject to the terms and conditions stipulated hereunder.

The SOS Service:-

Instead of topping-up your credit via top-up vouchers, you may acquire €2 in credit, which is then deducted automatically upon effecting your next top-up, together with a charge of €0.40c.

### **2. How to apply for the Service.**

- 2.1 Simply send a blank SMS, free of charge, to 16250. You will then receive an SMS confirming that your prepaid account has been topped-up with €2 in credit. You can only request this SOS Service for up to 2 times in between top-ups and at any time (24/7)
- 2.2 You may only make use of this SOS Service when your prepaid credit balance falls below €1.
- 2.3 Upon sending the blank SMS in accordance with term 2.1 above, you shall automatically be deemed as having accepted to adhere to these terms and conditions.

### **3. General**

- 3.1 This SOS Service will be launched on the 18<sup>th</sup> of February 2013.
- 3.2 You can only request this SOS Service for up to 2 times in between top-ups and at any time (24/7). For the avoidance of doubt, the charge will apply each time you request this SOS Service.
- 3.3 The SOS Service is available whilst roaming.
- 3.4 Once your account has been topped-up in accordance with term 2.1 above, the top-up shall be considered as final and cannot be cancelled or revoked.
- 3.5 We shall not be held liable for any direct, indirect or consequential damages which you may suffer if the transaction is not successful for any reason whatsoever.
- 3.6 Our [general terms and conditions](#) and any of our other relevant terms and conditions shall also apply, including your prepaid tariff plan terms and conditions.
- 3.7 You are advised to visit our website [vodafone.com.mt](http://vodafone.com.mt), call our Customer Care on 247, send us an e-mail on [247.mt@vodafone.com](mailto:247.mt@vodafone.com) or visit one of our [retail outlets or authorized dealers](#), if you have any further queries regarding this Service.

3.8 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 may refrain from making use of this Service.

v.1 © February 2013