

Specific Terms and Conditions: Vodafone Christmas Refill Promotion 2025

Description

The Vodafone Christmas Refill Promotion 2025 Specific Terms and Conditions shall apply to Vodafone Mobile Prepaid Active Subscribers only.

Vodafone Christmas Refill Promotion 2025 shall be offered from the 7th of November 2025 to 18th of December 2025.

Terms and Conditions

1. Eligibility

Mobile prepaid customers, who are located where the mobile network in Vanuatu is available, are eligible for the promotion.

2. The Offer

- a) Mobile Prepay Customers shall get entries by doing either:
- A refill of any amount;
 - A subscription to any all in WAN plan;
 - A subscription to any WAO Data plan;
 - A charged SMS to 183

- a) There will be Two (2) Suzuki S-presso car to win the main prize for this Refill Promotion

- b) There will be Two (2) winners.

Entries Start Date	Entries End Date	Draw Date	Prize	Quantity
07/11/2025	18/12/2025	19/12/2025	Suzuki S-presso	2

3. Conditions

- a) Customers refilling any amounts from Refill Card, E-Top Up or M-Vatu shall get various entries to the draw as specified in table below.

Refill Amount	Entries
1 - 199	2
200 - 499	4
500 - 999	6
1000 +	8

- b) Customers subscribing to any WAO Data plan shall get various entries to the draw as specified in table below.

Plan Price	WAO Data Plans	Number of Entries if Plan purchased via USSD/SMS	Number of Entries if Plan purchased via Vodafone App (x5 more)
60	WAO60	1	5
150	WAO150	3	15
200	WAO200	4	20
400	WAO400	6	30
500	WAO500	8	40
600	WAO600	9	45
1000	WAO1000	12	60
3000	WAO3000	25	125
10000	WAO10000	60	300

- c) Customers subscribing to any All in Wan plan shall get various entries to the draw as specified in table below.

Plan Price	All in wan Plans	Number of Entries if Plan purchased via USSD/SMS	Number of Entries if Plan purchased via Vodafone App (x5 more)
60	AIW60	1	5
100	AIW100	2	10
150	AIW150	3	15
200	AIW200	4	20
250	AIW250	5	25
500	AIW500	9	45
600	AIW600	11	55
1000	AIW1000	18	90

- d) Customers send "WIN" by SMS to 183 shall get 50 entries
- e) Each SMS to 183 shall be charged 50VT.
- f) SMS from All in WAN offers cannot be used to send "WIN" to 183.
- g) SMS from WAO SMS offers cannot be used to send "WIN" to 183.
- h) After each transaction eligible to receive entries, customer should receive an update on its entry quantity
- i) The customer can verify its entry quantity also using USSD *183*4*4#.
- j) The full listing of all eligible customers is gathered in a database including the total of entries for each customer, and a formula is set to draw randomly the winner.
- k) Draws shall be done in a Vodafone Shop, any other official Vodafone reseller, venue or premises or during a Vodafone Event in the presence of more than 3 witnesses.
- l) Winners of the draw shall be contacted right after the draw is done. If the winner does not answer his or her mobile phone, Vodafone shall continue to contact the winner for the next 14 days. If the winner still does not answer the calls from Vodafone Vanuatu after 14 days, Vodafone shall make another draw. Vodafone shall then follow the same process to reach the winner for the second time and if after 14 days the second winner is not reachable, Vodafone shall reclaim the prize.
- m) The Prizes won shall be announced in the different Communication Medium such as Vodafone's social media Page, News Paper, Radio and/or TV.
- n) The winner shall present a valid ID, either an ID card, Passport, VNPF Card, Driver's License or Birth Certificate and the SIM card containing his or her phone number to be able claim the prize.
- o) Winners may appoint a third party, either a friend or a relative to collect his or her prize, given a clear instruction and identification provided by winner and the third party.
- p) The Customer must keep in his/her possession his/her phone or be able to answer his phone at the time of the call to claim his/her prize to avoid any inconvenience.
- q) If the prize has been damaged, stolen or caused any other inconvenience after the handing over of the prize, Vodafone cannot be held responsible.
- r) If someone else other than the SIM card owner answers Vodafone phone call and claims to be the winner, Vodafone cannot be held responsible for any inconvenience caused.

- s) If after the 14 days period, the person appointed, despite the reminder that Vodafone will send, does not collect the prize, Vodafone shall make another draw. Vodafone shall then follow the same process to reach the winner for the second time and if after 14 days the second winner or its appointee is not reachable or does not come and collect the prize, Vodafone shall reclaim the prize.

4. Restrictions

- a) Vodafone staff are not eligible to the promotion and will not enter any draw described in table above.
- b) Vodafone's visitor pack users are not eligible to the promotion and will not enter any draw described in table above.
- c) Vodafone shall pay the road tax and registration for each car but does not take any responsibility for any freight charges for the prizes to be shipped out of Efate.

5. Vodafone Rights Reserved

- a) The terms and conditions set out herein apply only to the Vodafone Christmas Refill Promotion and cannot be used or interpreted on any other Vodafone Vanuatu products and services.
- b) Vodafone reserves the right to change the terms and conditions of this promotion at any time and any changes must be approved by the Vodafone Chief Commercial Office and the Regulator.