



# Specific Terms & Conditions: Vodafone Mobile Prepaid WAO Data

## Description

The Specific Terms and Conditions apply to all Vodafone prepaid customers wishing to subscribe to the Mobile Prepaid WAO Internet.

The tariffs and services mentioned in these Specific Terms & Conditions for Vodafone Mobile Prepaid WAO Internet replace and cancel from 24<sup>th</sup> December 2019 the previous tariffs and services for Vodafone Prepaid Data Mobile Plan. Customers subscribing to the service agree to the following Specific Terms and Conditions regarding the appropriate plan(s).

## Terms and Conditions

### 1. Incorporation by reference

- a) The Customer shall be bound by and shall fully observe and comply with the Vodafone General Terms.
- b) In addition to the Vodafone General Terms, the Customer shall be bound by the following Terms and Conditions for Mobile Prepaid WAO Internet Plan(s) (the “Specific Terms”).

### 2. Definitions and Interpretation

- a) In these Specific Terms, the following words and expressions shall have the following meanings:

**Customer** means any person who applies for or subscribes for or uses the Service.

**General Terms** means Vodafone’s General Terms and Conditions of Service. Details at <http://www.vodafone.com.vu/> or at any Vodafone shop.

**Mobile Device** means any mobile handset, modem, router, and/or any other equipment which the Customer will use the Service with.

**Mobile Prepaid WAO Internet Plan** means the provision of wireless Internet access through Vodafone’s mobile network.

**Validity Period** means the validity period for which the Customer subscribes for the Service and can enjoy his/her data package.

**Prepaid Customer** means any Customer subscribing to the Service on a prepaid basis, that is, the Customer is paying his bill in advance.

- b) The words and expressions used in these Specific Terms that are defined in the General Terms, but are not defined in these Specific Terms, shall have the same meanings as defined in the General Terms, unless the context otherwise requires



### 3. Eligibility

- a) Only Vodafone Prepaid Mobile Customers

### 4. The Offer

- a) The Customer can choose amongst the different data packages available as defined in Mobile Prepaid WAO Internet plan(s) service selected by the Customer.
- b) A Customer may subscribe to one of those following Plans (vat incl.):
  - i. For 50VT customer get 300MB valid 3 hours
  - ii. For 60VT customer get 400MB valid 3 hours
  - iii. For 125VT customer get 500MB valid 24 hours and extra 100MB valid 2 hours
  - iv. For 400VT customer get 1.5GB valid 3 days and extra 200MB valid 2 hours
  - v. For 400VT customer get 4.5GB valid 7 days from 11pm to 7am and extra 300MB valid 2 hours
  - vi. For 600VT customer get 2.5GB valid 7 days and extra 300MB valid 2 hours
  - vii. For 1000VT customer get 5.5GB valid 25 days and extra 400MB valid 2 hours
  - viii. For 3000VT customer get 18GB valid 25 days and extra 500MB valid 2 hours
  - ix. For 10000VT customer get 65GB valid 90 days and extra 500MB valid 2 hours

### 5. Roll over Data

- a) The customer shall get its unused MB volume rolled over to new subscription only if he subscribe to the same plan as the previous one and during the validity period.

### 6. Priority of Usage

- a) Priority of usage goes to the extra MB for packs with Extra MB.
- b) Priority of usage between 2 (two) packs goes to the pack with lowest validity.

### 7. Registration of Service

- a) The Customer must send an SMS to a Short Code, dial USSD \*183\*3# or visit a Vodafone shop to subscribe to a Mobile Prepaid WAO internet plan. The Customer will receive a confirmation message by SMS that the subscription has been activated. Validity begins upon activation. For different data packages on offer the Vodafone Prepaid Customer must send free SMS to 183 short code as follows:
  - i. Text “**BUY WAO50**” to 183 for 300Mb at 50VT with a valid 3 hours.
  - ii. Text “**BUY WAO60**” to 183 for 400Mb at 60VT with a valid 3 hours.



- iii. Text “**BUY WAO125**” to 183 for 500Mb at 125VT with a valid 24 hours and extra 100MB valid 2 hours
- iv. Text “**BUY WAO400**” to 183 for 1.5Gb at 400VT valid 3 days and extra 200MB valid 2 hours
- v. Text “**BUY WAONIG400**” to 183 for 4.5Gb at 400VT valid 7 days from 11pm to 7am and extra 300MB valid 2 hours from 11pm to 7am.
- vi. Text “**BUY WAO600**” to 183 for 2.5Gb at 600VT valid 7 days and extra 300MB valid 2 hours.
- vii. Text “**BUY WAO1000**” to 183 for 5.5Gb at 1000VT valid 25 days and extra 400MB valid 2 hours
- viii. Text “**BUY WAO3000**” to 183 for 18Gb at 3000VT valid 25 days and extra 500MB valid 2 hours
- ix. Text “**BUY WAO10000**” to 183 for 65Gb at 10000VT valid 90 days and extra 500MB valid 2 hours

#### 8. Restriction

- a) When the customer uses up all his/her data allowance in his/her Mobile Prepaid WAO Internet Plan before the end of the Validity of the plan, the plan remains activated.
- b) In the event that the customer wants to cancel a Mobile Prepaid WAO Internet Plan, he must send “STOP” + the number associated to the package. For instance, to cancel the 50VT package, the customer should send “STOP WAO50” to 183.
- c) If a Mobile Prepaid WAO Internet Plan with remaining data is canceled, no refund will be made. It is customer’s responsibility to ensure that no data remain in his plans and that he validates the appropriate Mobile Prepaid WAO Internet Plan wanted.

#### 9. Termination

- a) In the event that the Customer terminates the Service prior to the validity period, no refund will be made.
- b) In the event that the customer uses all mobile data allowance of his/her Mobile Prepaid WAO internet Plan before the expiry of the Validity Period, the customer will be able to apply for or subscribe for any other Mobile Prepaid WAO Internet Plan at any time.

#### 10. Use of Service



- a) The Service is a best effort service and no guarantee will be made regarding the speed of access.
- b) The customer can check his/her Mobile Prepaid WAO Internet Plan balance at any time either by SMS or dialing \*183#:
  - i. Text “QUERY” to 183
  - ii. Dial \*183#, press the button 2 to access your Mobile Prepaid WAO Internet Plan balance.
- c) The Customer acknowledges and agrees that he/she shall not use the Service in any manner which may adversely affect Vodafone Mobile’s network, or other Customers’ use of the Service and/or any service provided to such Customers, as Vodafone may reasonably determine.

#### **11. Fees and Charges**

- a) Any usage beyond the capped volume of data will be charged at the current Pay As You Go tariff.
- b) The customer can be ensured not to use data outside his/her Mobile Prepaid WAO Internet Plan by texting for free “BLOCK” to 183.

#### **12. Content to Use and Disclose Information and Data**

- a) The Customer agrees that Vodafone shall be entitled to use or disclose any information or data disclosed by the Customer.
- b) The Customer is entitled to withdraw such consent from time to time.

#### **13. Vodafone Rights Reserved**

- a) Vodafone reserves the right to alter, modify, add to or otherwise vary these Specific Terms and Conditions from time to time by notice to the Customer in such manner as Vodafone deems appropriate.
- b) The Customer shall be bound by the terms and conditions so amended. In any event, if the Customer continues to use the Service after such notice, the Customer shall be deemed to have accepted the amendments.