

ORDER OF THE REGULATOR NO. 2023/T05

**APPROVAL OF RETAIL TARIFFS FOR MOBILE SERVICES PROVIDED BY
VODAFONE SAMOA LIMITED**

WHEREAS:

The Office of the Regulator on 18 August 2023 received newly proposed retail tariffs from Vodafone Samoa Limited (Vodafone) for its **telecommunication services**, which were submitted for the Regulator's review and approval.

In compliance with section 8(1)(r) of the Telecommunications Act 2005 (the Act), the Regulator revoke Order of the Regulator No. 2022/T08 and replace with the Order of the Regulator No. 2023/T05.

The approval of these new retail tariffs by the Regulator takes into account the following considerations:

- 1) Vodafone's submissions and further information provided;
- 2) The objectives of the Act;
- 3) Provisions of the Act regarding tariffs, in particular, section 40(3)

The Regulator under section 40(5) of the Act makes the following Orders with regards to new tariff approval:

Orders

- i. The tariffs specified in *Schedule 1* to this Order shall be the approved retailed tariffs specified for the purpose of this Order.
- ii. The approved retailed tariffs specified in *Schedule 1* to this Order shall be applicable and available to the market for 12 months;
- iii. New retail tariff filing shall be 21 working days before the 12 months period is ended.

VAGST

All retail tariffs included in *Schedule 1* are in Samoan Tala and are inclusive of VAGST

Peak Period

For the purpose of this Order, Peak periods will be between 8:00 am and 7:59 pm on weekdays. The off-peak period would be between 8:00 pm and 7:59 am on weekdays and weekends.

Billing in relation to Voice Calls

The rates are expressed per minute and for billing purposes, they are applied and charged on the basis of increments of up to six (6) seconds, unless the context indicates otherwise.

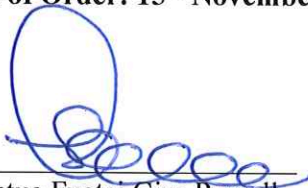
Duration of the Order

The Order will expire on the earlier of:

- 1) The Regulator revoking this Order; or
- 2) The making of a new Order by the Regulator for services provided by Vodafone in a market in which it has been declared dominant.

This Order becomes effective on the 20th November 2023

Date of Order: 15th November 2023



Lematua Fuatai Gisa Purcell
Regulator

Attach: *Schedule 1 – Approved Tariffs for Vodafone services in the retail market for National, International, SMS and Data from both fixed and mobile services.*

Schedule 1

Tariffs for Vodafone services in the retail market for National, International, SMS, and Data from both fixed and mobile services.

PREPAID PLANS (VAGST INCL.)

i. Standard Rates (VAGST Incl.)

From Vodafone	To		Approved Rate (WST)	
VF Postpaid Mobile	VF Landline	per Min	0.49	
	VF Fixed line	per Min	0.49	
	VF Mobile	per Min	0.49	
	Digicel Mobile	per Min	0.49	
	Digicel Fixed	per Min	0.49	
	Directory	per Call	0.50	
	TXT	per TXT	0.20	
	Data/MB	per MB	0.03	
VF Prepaid Mobile	VF Landline	per Min	0.49	
	VF Fixed line	per Min	0.49	
	VF Mobile	per Min	0.49	
	Digicel Mobile	per Min	0.49	
	Digicel Fixed	per Min	0.49	
	Directory	per call	0.50	
	TXT	perTXT	0.20	
		Data/MB	per MB	PAYG (Customer option to Activate)
VF Postpaid Fixed Line	VF Landline	per Min	0.49	
	VF Fixed line	per Min	0.49	
	VF Mobile	per Min	0.49	
	Digicel Mobile	per Min	0.49	
	Digicel Fixed	per Min	0.49	
	Directory	per Call	0.50	
	TXT	per TXT	0.20	
	Data/MB	per MB	0.03	
		\$19 Plan (120mins/120sms)		19.00
		\$49 Plan (350mins/350sms)		49.00
VF Prepaid Fixed Line	VF Landline	per Min	0.49	
	VF Fixedline	per Min	0.49	

	VF Mobile	per Min	0.49
	Digicel Mobile	per Min	0.49
	Digicel Fixed	per Min	0.49
	Directory	per Call	0.50
	TXT	per TXT	0.20
	Data/MB	per MB	0.03
VF Landline Postpaid (Classic)	VF Landline	per Min	0.10
	VF Fixed line	per Min	0.10
	VF Mobile	per Min	0.26
	Digicel Mobile	per Min	0.26
	Digicel Fixed	per Min	0.10
	Directory	per Call	0.50
	TXT	per TXT	N/A
	Data/MB	per MB	N/A

**The PAYG-MB rate is the current default setting. If the customer data is finished, the Internet connection ceases and their credit won't be used. Customers can opt-in to activate it at .03sene per MB, they can opt in by calling Customer Service or Call centre*

Effective 20th November 2023

I. PREPAID MOBILE PLANS

I. Malo Bundles

Product Name	Price	Anyuse Data(GB)	Onnet Mins/Text	Offnet Text	Offnet Mins	International Calls (NZ/AUS)	Validity (Days)
Malo \$3	3	2	UNL	UNL	10	0	1
Malo \$5	5	3	UNL	UNL	10	0	1
Malo \$10	10	4	UNL	15	15	10	4
Malo \$13	13	7	UNL	30	30	20	7
Malo \$15	15	13	UNL	50	40	30	7
Malo \$18	18	18	UNL	50	50	30	7
Malo \$21	21	17	UNL	50	50	40	7
Malo \$29	29	29	UNL	60	60	60	7
Malo \$50	50	50	UNL	70	70	70	14
Malo \$79	79	79	UNL	79	79	79	28
Malo \$100	100	100	UNL	UNL	200	200	28

- *Gifting options available to another prepaid mobile number*

Malo Add on

Product Name	Price	Anyuse Data(GB)	Validity
Malo \$3	1	1	1
Malo \$5	2	2	1
Malo \$10	3	3	1
Malo \$13	4	4	2
Malo \$15	5	5	3
Malo \$18	5	5	3
Malo \$21	6	6	4
Malo \$29	7	7	5
Malo \$50	8	8	5
Malo \$79	9	9	7
Malo \$100	10	10	7

- *Add-on data will be first consumed before the initial plan data.*
- *Add-on-data is optional for the customer to buy.*
- *No gifting option available.*

Effective 20th November, 2023

II. Fiafia Tele Bundles

Product Name	Price	Anyuse Data(GB)	Onnet Mins	Onnet Text	Validity (Days)
Fiafia Tele \$3	3	1	30	30	1
Fiafia Tele \$5	5	2	50	50	1
Fiafia Tele \$7	7	3	70	70	2
Fiafia Tele \$10	10	4	100	100	4
Fiafia Tele \$13	13	7	130	130	7
Fiafia Tele \$15	15	13	150	150	7
Fiafia Tele \$18	18	18	180	180	7
Fiafia Tele \$21	21	17	210	210	7
Fiafia Tele \$29	29	29	290	290	14

- *Gifting options available to another prepaid mobile number.*

Fiafia Tele Add-on

Product Name	Addon	Anyuse Data(GB)	Validity
Fiafia Tele \$3	1	1	1
Fiafia Tele \$5	2	2	1
Fiafia Tele \$7	3	3	2
Fiafia Tele \$10	4	4	2
Fiafia Tele \$13	5	5	3
Fiafia Tele \$15	6	6	4
Fiafia Tele \$18	7	7	5
Fiafia Tele \$21	8	8	6
Fiafia Tele \$29	9	9	7

- *Add-on data will be first consumed before the initial plan data.*
- *Add-on-data is optional for the customer to buy.*
- *No gifting option available.*

Effective 20th November, 2023

III. Super Data Bundles

Product Name	Price	Any GB	Validity (days)
Super Data \$3	3	1	1
Super Data \$5	5	2	2
Super Data \$6	6	3	3
Super Data \$10	10	5	4
Super Data \$13	13	7	7
Super Data \$15	15	13	7
Super Data \$21	21	17	7
Super Data \$30	30	50	7
Super Data \$50	50	70	10
Super Data \$60	60	60	28
Super Data \$99	99	99	28

- *Gifting options available to another prepaid mobile number*

Super Data Add-on

Product Name	Addon (\$)	Any GB	Validity (days)
Super Data \$3	1	1	1
Super Data \$5	2	2	2
Super Data \$6	2	2	2
Super Data \$10	2	2	2
Super Data \$13	3	3	3
Super Data \$15	4	4	4
Super Data \$21	5	5	5
Super Data \$30	6	6	6
Super Data \$50	7	7	7
Super Data \$60	10	10	10
Super Data \$99	10	10	10

- Add-on Data will be first consumed before the initial plan data
- Add-on data is optional for the customer to buy
- No Gifting option available

Effective 20th November 2023

IV. Unlimited Data Bundle

Plan Name	Price (\$)	Data Allocation	Validity
Unlimited data \$1	1	UNLIMITED	1 hour
Unlimited data \$2	2	UNLIMITED	2 hours
Unlimited data \$3	3	UNLIMITED	3 hours

- No gifting options available
- Validity activates from when the bundle is purchased

Effective 20th November 2023

V. Campus Bundles

Product Name	Price (\$)	Anu Use GB	ONNET Mins	ONNET Text	Validity (days)
Campus \$5	5	3	UNL	UNL	3
Campus \$10	10	7	UNL	UNL	7

- Campus plans exclusive to Campus SIM users.
- Campus SIMs can select from listed prepaid plans
- Campus-to-Campus SIM gifting only

Effective 20th November 2023

VI. Best Buddy Plan

Plan Name	Price (\$)	ONNET mins	Validity
Best Buddy	0.99	UNL (1 No.)	24 hours

- Best buddy offers unlimited daily calls to one selected Vodafone number for 0.99sene
- Daily charges deducted from customer balance at 12AM
- Auto-renewable unless customer opts out
- Can change best buddy number within 30 days
- If no balance at 12AM, fees deducted from next day's top-up
- Deactivates after 2 days without credit, needs reactivation

Effective 20th November 2023

VII. New Sim Activation Offer (one time)

Product Name	Price	Any Use GB	ONNET Mins	ONNET Text	Validity
Eazy Prepaid SIM	5	5	UNL	UNL	7 days

- The new sim activation bonus is a one-time offer only.
- The customer is required to pay \$5 as the activation fee to activate the SIM and to activate SIM bonus

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VIII. Campus Sim Activation Offer (one time)

Plan Name	Price (\$)	Any Use GB	Study GB	ONNET Mins	ONNET Text	Validity (days)
Campus \$5	\$5	5	30	UNL	UNL	14

- One-time offer available upon initial activation.
- Offer is available to activate registered students with valid ID or a currently employed faculty member.
- Monthly \$5 + top-up activates 30GB Study data
- 30GB study data for specific education sites, valid 14 days.

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IX. Tourist Sim Activation Offer (one time)

Plan Name	Price(\$)	Any Use GB	Onnet Mins	Onnet TEXT	Offnet Minutes	International Mins (AUS/NZ)	Validity (days)
Tourist SIM	49	20	UNL	UNL	50	100	15

- One-time offer available upon initial activation
- Offer is available to Tourist SIM users only.

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X. Roaming Prepaid Plan

Plan Name	Price(\$)	Any Use GB	Onnet Mins	Offnet TEXT	Countries Applicable	Validity (days)
Roaming	49	500MB	40	10	American Samoa, New Zealand, Australia, Cook Islands, Fiji	30

- *Roaming bundles works within the applicable countries*
- *Purchase can be before travel or during stay*
- *Allocations expire and do not roll over*
- *Local minutes for calling VF/Digicel in Samoa*

Effective 20th November 2023

Prepaid Broadband Plans (VAGST Incl.)

i. Aiga WIFI bundles

Plan Name	Price	Data Allocation	Validity (hours)
Aiga WIFI \$10	10	7	2
Aiga WIFI \$15	15	10	5
Aiga WIFI \$25	25	30	7
Aiga WIFI \$50	50	60	14
Aiga WIFI \$100	100	110	28
Aiga WIFI \$200	200	220	30

- *Aiga WiFi plan exclusively for prepaid Data SIMs (Router/Dongle/MIFI SIMs)*
- *Customers top up their chosen Aiga WiFi plan exact amount, which automatically converts to data*
- *Manual plan conversion possible by calling 121 Customer Care Helpline*
- *No rollover for unused data*

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Prepaid Fixed Line Plans (VAGST Incl.)

i. Talanoa Plan

Product Name	Price	Onnet Mins	Offnet Mins	Validity (days)
Talanoa \$16	16	UNL	60	7
Talanoa \$30	30	UNL	120	14
Talanoa \$49	49	UNL	200	28

- *Talanoa plans are for Prepaid Fixed Line services only.*
- *Purchase Talanoa bundle or use PAYG if allocations deplete before validity ends.*
- *No rollover for unused minutes*

Effective 20th November 2023

PREPAID - Terms and Conditions

1. *All rates are in Samoan Tala and inclusive of VAGST.*
2. *The assigned offers are available to Mobile, Fixed Line, Router/Wireless Broadband Prepaid and Post-paid capped users.*
3. *On-net (V2V) Minutes & SMS – Vodafone to Vodafone local landline or mobile only.*
4. *Off-net (V2ON) Minutes & SMS – Vodafone to Digicel local mobile only.*
5. *All Prepaid plans outlined do not roll over but follow the validity setup.*
6. *All plans are PAYG (Pay as you go).*
7. *There is no excess charge on data for Prepaid. The customer is required to opt for another data plan to enable internet access.*
8. *If voice allocations finish before validity expires, customers can select to purchase any additional bundle or continue using PAYG rates on calls only.*
9. *All within bundle minutes do not offer global international calling except for NZ/Aus minutes offered on the Malo plans. International standard calling rates per minute apply for any other destinations outside of the calling bundle.*
10. *Validity activates from when a bundle is purchased.*
11. *Gifting can be done on all primary/core prepaid plans except for add-ons and unlimited data plans.*
12. *Prepaid Fixed line plans are only available to Prepaid Fixed line users.*
13. *Prepaid allocations cannot roll over but follow an expiration date.*
14. *Customer Care 121 can apply any data subscription request for the customer upon calling into the Call Centre.*

POSTPAID MOBILE PLANS (VAGST Incl.)

i. Postpaid Red Plus Mobile Plans

Plan Name	Price	Any Use GB	On-net Mins/Text	Offnet Mins	Offnet Text	Validity
Red Plus 69	69	17	UNL	100	100	30
Red Plus 119	119	35	UNL	200	200	30
Red Plus 229	229	70	UNL	400	400	30
Red Plus 339	339	125	UNL	500	500	30
Red Plus 459	459	175	UNL	750	750	30

Postpaid Mobile Handset Add-on

Add on	Handset Selling Price	12 months	24 months	Processing Fee
Addon MPP Repay1	\$400-\$750	63	31	\$49
Addon MPP Repay2	\$751-\$1300	108	54	\$99
Addon MPP Repay3	\$1301-\$1599	133	67	\$99
Addon MPP Repay4	\$1600-\$2000	167	83	\$99
Addon MPP Repay5	\$2001-\$3000	250	125	\$149
Addon MPP Repay6	\$3001-\$4000	333	167	\$149
Addon MPP Repay7	\$4001-\$5000	417	208	\$199

- *Add-on Only given when customer takes a Red Plus Plan.*
- *12/24 months – Monthly payments*
- *Processing Fee – Charged one time on next bill*

Postpaid Mobile Add-on Bundles

Add on	Price (\$)	Bonus Quota	Validity
Data 5	20	5B	30
Data 15	50	15GB	30
International 50	30	50mins	30
International 100	50	100mins	30

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Postpaid Broadband Plans (VAGST Incl.)

i. FTTH/FTTP Plans (Ultra Red)

Plan Name	Price inc VAGST	Full Data	Endless Data	Validity
Ultra Red 149	149	45GB @100Mbps	UNL @1Mbps	monthly
Ultra Red 249	249	100GB @100Mbps	UNL @1Mbps	monthly
Ultra Red 349	349	150GB @100Mbps	UNL @3Mbps	monthly
Ultra Red 569	569	300GB @100Mbps	UNL @3Mbps	monthly
Ultra Red 799	799	500GB @100Mbps	UNL @3Mbps	monthly

FTTH/FTTP Plans

Plan Name	Price	Data (GB)	Validity (days)
Voda Fibre 149	149	75	monthly
Voda Fibre 249	249	125	monthly
Voda Fibre 349	349	200	monthly
Voda Fibre 569	569	350	monthly
Voda Fibre 799	799	550	monthly

FTTH/FTTP Add-on (Residential Only)

Package	Price (\$)	Channels	Validity (days)
Moana TV Basic	39	All Channels	monthly
Moana TV Standard	69	All Channels	monthly
Moana TV Premium	89	All Channels	monthly
Landline UNL V2V	59	All Channels	monthly

- *Add-on is Optional*
- *Free Installation of add-on services applies when sign up for Fiber connection*
- *“All channels” refers to the allocated number of channels that are applied for each MTV package*

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ii. **4G/4G+ Router Plans: Super Red (VAGST incl.)**

Plan Name	Price	Data (GB)	Validity (days)
Super Red Starter	125	70	monthly
Super Red Bronze	175	100	monthly
Super Red Silver	299	175	monthly
Super Red Gold	499	300	monthly
Super Red Unlimited	1149	UNL	monthly

Postpaid Data Add-on (VAGST incl.)

Add-on	Price (\$)	Bonus Data	Validity (days)
Data Pass-5GB	20	10	30
Data Pass-20GB	50	30	30
Data Pass-40GB	100	60	30

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Moana TV Packages

IPTV/ Moana TV Plans (Prepaid & Post Paid)

Package	Price (\$)	Channels	Validity (days)
Basic Package	39	15	30
Standard Package	69	20	30
Premium Package	89	All Channels	30

Moana TV APP Subscription Plan

Package	Price (\$)	Channels	Validity (days)
Daily	1	All Channels	1
Monthly	15	All Channels	30

- *Daily subscription is auto renewal. Standard data charges apply when accessing the channels.*

Installation Charges (VAGST incl)

Installation Charges		\$
FTTH/FTTP	One Time Installation Fee	299.00
4G/4G+ ROUTER	One Time Installation Fee	149.00
Moana TV	One Time Installation Fee	150.00
Landline (Classic)	One Time Installation Fee	90.00

- *One-time Installation charges required as up-front payment*

Effective 20th November 2023

POSTPAID - Terms and Conditions

1. *All rates are in Samoan Tala and inclusive of VAGST.*
2. *Postpaid Mobile Handset Add-On is given when a customer takes a Red Plus plan and cannot be signed up separately.*
3. *12/24 months involve monthly payments.*
4. *The processing fee is charged on time on the next bill.*
5. *Add-on validity is provided for each plan.*
6. *The outlined plans are for both existing and new customers/clients.*
7. *FTTH/FTTP Add-On options are for Residential services only.*
8. *Add-ons include Moana TV plans and Landline Unlimited calls to other local Vodafone numbers.*
9. *Free installation applies to FTTH/FTTP Add-on services only, when signing up for Fiber connection.*
10. *Various conditions and details are specific to each plan and add-on.*
11. *4G/4G+ Router plans (Super Red) – Different plans and Data-Pass add-ons are available with different data allocations.*
12. *IPTV / Moana TV Plans – different packages with varying channel options and validity periods are available.*
13. *Moana TV App subscription plan – daily and monthly subscription options are available.*
14. *Moana TV App subscription is auto-renewal with standard data charges (based on the plan) for channel access.*