



Price developments publication *April and May 2020*

Publication date	10 th June 2020
Document reference	MCA/R/20-3880



Purpose

- This publication outlines price developments for electronic communications in April and May 2020.
- Main items of this publication:
 - ✓ changes to existing offers and services; and
 - ✓ comparison between plans and offers of different service providers.
- This document is not intended to provide an exhaustive description of the mentioned plans. More information can be retrieved directly from the website of local service providers (also refer to links provided in Slide 17).
- All price figures quoted in this presentation include VAT but exclude excise tax, unless stated otherwise.
- Only products advertised on operators' websites are listed in this snapshot. Operators may offer other plans on which information is only available in the general terms and conditions.



Outline of contents

GO	Update of Business Infinity mobile post-paid plans
GO	GO's promotional offer on the Smart Plus plan
Melita	Launch of PBX solutions
Vodafone Malta	Discounts for fibre-based fixed broadband
Vodafone Malta	An update to the Genius Plan
GO	Launch of the Smart Wi-Fi Starter Kit
GO	Update of Freedom plan line-up



Abbreviations

ETF	Early termination fee
On-net	SMS/calls terminating on the same network
Off-net	SMS/calls terminating on a different network
FTF	fixed-to-fixed
FTM	fixed-to-mobile
FTI	fixed-to-international
MTF	mobile-to-fixed
MTM	mobile-to-mobile
MTI	mobile-to-international
T&Cs	terms and conditions
PPU	pay per use
Outside bundle rates	rate per Mb / per minute / per SMS when exceeding monthly allowance

GO's Business Infinity mobile post-paid plans effective as at end of May

- Business Infinity post-paid line-up for businesses featuring improved data caps and lower access fees.
- Plans are not available on a month-on-month basis

Business Infinity Plans	Infinity 5	Infinity 15	Infinity 35	Infinity Unlimited
Monthly access fee – no contract	€15	€25	€35	€50
Monthly access fee – 2-year contract	€10	€15	€25	€40
Roaming discount	Not applicable			50% on prices in non-EU zones
Allowances				
Mobile data	5GB	15GB	35GB	Unlimited
Free music streaming	Music Wildcard through Spotify, Amazon Music, Deezer and Apple Music when using the GO network			
Infinity Voice add-on @ an additional €15 per month				
Voice calling - local	Unlimited			
Voice calling - international	200 minutes and 200 SMSs			
Outside bundle rates				
Data	500Mb/€5 up to a total pay per use data usage of €50.00. Thereafter, a pay per Use rate of 10c/MB will be charged. Local and EU Zone 1 mobile data @ €4.24 per 500MB.			
Calls - local	€0.21 per minute			
Calls - international	€0.19 per minute			
SMSs – local + EU Zone 1	€0.06			
Other charges				
Printed billing	€2 per printed bill			
Non-DDM payments	€1 per printed bill			

Comparison - entry-level business post-paid mobile plans effective as at end of May

Entry-level post-paid mobile telephony plans for businesses – SIM only	GO	Melita	Vodafone Malta	
	Infinity 5	Business Big Data 5	Red Business Calls	Red Business Data
Monthly access fee (24-month agreement)	€35.40	€30.00	€43.00	
Monthly access fee (other contract term)	Not applicable	€40.00 (month-on-month)	Not applicable	
Data allowance – local and EU roaming	5GB	5GB	4GB	8GB
Additional data allowances	Not applicable	50GB Melita Wifi	Not applicable	
Voice call minute allowance	Unlimited calls to all local and EU numbers	Unlimited calls to all local numbers from Malta and anywhere in the EU	Unlimited to local and EU numbers + 100 minutes to AUS; CAN; Turkey; USA.	Unlimited to local Vodafone numbers + 100 minutes to all other EU numbers
SMS allowance	Unlimited SMS to all local and EU numbers	Unlimited SMS to all local numbers from Malta and anywhere in the EU	Unlimited to local and EU numbers	Unlimited to all local Vodafone numbers + 100 SMSs to all other EU numbers
Other allowances	200 minutes and 200 SMSs to worldwide numbers	100 minutes and 100 SMS to group 1 countries	Unlimited calls to Malta and EU numbers	Not applicable
Outside bundle rates: per minute / per Mb / per SMS				
On-net/off-net calls	Not applicable	Not applicable	Not applicable	€0.25
On-net/off-net SMS	Not applicable	Not applicable	Not applicable	€0.05
Mobile data	€5.00 per 500MB	€5.00 per 1GB	€5.00 per 500MB	

GO's promotional offer with Smart Plus effective as at end of May

- Smart Plus Plan introduced in November 2018;
- Plan classified by GO as a 'hybrid' plan;
- Promotional offer – no monthly access fee for first month of subscription.

Smart Plus Plan	
Monthly Access fee	€15.00
Promotional offer	No access fee in first month of subscription
Data allowances and outside bundle rates	
Monthly data allowance	4GB
Monthly allowance with Home Pack	8GB
Outside bundle data rates	€2 per 100Mb
Call allowances and rates	
On-net (MTM)	Unlimited
Off-net (MTM)	€0.15 per minute
On-net (MTF)	Unlimited
Off-net (MTF)	€0.15 per minute
SMS allowances	
On-net SMS	Unlimited to local, EU and UK numbers
Off-net SMS	
Other allowances	
Call minute allowances	100 minutes to all local, EU and UK numbers
Homepack allowances	Unlimited calls to Home Pack 'registered' community members
Other charges	
Paper billing	€2 per month
Direct Debit Mandate	Default setting



Melita's SIP Trunk and Cloud PBX Solutions effective as at end of May

- Melita refers to onsite and offsite VoIP traffic systems, via the SIP Trunk and Cloud PBX solutions. Such services are tailor made for international voice calling activities; control of incoming / outgoing calls; simultaneous voice calling etc.

PBX solutions	SIP Trunk	Cloud PBX
Monthly Access fee (from)	€65.00	€125
Type of PBX	On-site	Off-site
Number of simultaneous calls out	5	2
Other features	Unlimited calls to all Melita numbers Bundles for calls to all numbers	Unlimited channels for calls in Free calls to all local numbers IP Phones included

- In October 2019, GO also re-launched its SIP Trunk and vPBX solutions to businesses. The solutions featuring on GO's website are highlighted below.

vPBX Plans	vPBX Standard	vPBX Infinity	vPBX Pro
Monthly fee	€7 per seat*	€14 per seat	€21 per seat
FTF call rates	€0.025	-	-
FTF allowance	Not applicable	Unlimited	Unlimited
FTM call rates	€0.12	-	-
FTM allowance	Not applicable	Unlimited	Unlimited
Includes	Voice mail / Desktop client / Hunting Group		Voice mail / Desktop client / Hunting Group / Simultaneous ringing / Mobile app

* 'Seat' is an individual credential consisting of a username and a password.



Vodafone Malta’s promotional offer with fixed broadband effective as at end of May

- Vodafone Malta launched fibre-based fixed broadband in the fourth quarter of 2019, following a agreement reached by this operator with GO to access the latter’s fibre infrastructure via a regulated VULA offer.
- Vodafone is seeking to tap new clients for the fixed broadband service from its pool of RED plan subscribers by waiving the monthly access fee for some of the fixed broadband plans for the first 6 months of subscription.

Vodafone fixed broadband fibre plans to residential users	May 2020		
	100Mbps	300Mbps	1000Mbps
Monthly access fee – 24-month agreement	€24.99	€29.99	€49.99
Discount	No access fee for first six months of subscription		Not applicable
Monthly access fee – month-on-month	Not applicable		
Installation	Free		
Availability	Only where fibre infrastructure is available		
Fixed broadband Internet			
Download speed	100Mbps	300Mbps	1000Mbps
Upload speed	15Mbps	20Mbps	20Mbps
Download limit/Upload limit	Unlimited		
Fixed telephony			
On-net FTF	Unlimited		
Off-net FTF	€0.05 per minute		
On-net FTM	Unlimited		
Off-net FTM	€0.23 per minute		
Other			
Paper Billing	€2.00 per month / free online billing		

Comparison - entry-level residential dual play plans effective as at end of May

Entry-level residential dual play: fixed broadband + fixed telephony	GO	Melita	Vodafone Malta
	Turbo	Fibre Power 100Mbps	100Mbps
Monthly access fee (24-month agreement)	€28.99	€25.00	€24.99
Offers	Not applicable	Not applicable	No access fee for first 6 months of subscription
Monthly access fee (month-on-month)	€33.99	€35.00	Not applicable
Fixed broadband			
Download cap	Unlimited	Unlimited	Unlimited
Download speed	100Mbps	100Mbps	100Mbps
Upload speed	15Mbps	6Mbps	15Mbps
Fixed telephony			
Calls to local fixed numbers	Unlimited	Unlimited	Unlimited on-net / off-net at €0.05 per minute
Calls to local mobile numbers	Unlimited	€0.23 per minute	Unlimited on-net / €0.23 per minute off-net



Vodafone Malta's promotional offer with fixed broadband effective as at end of May

- The promotional offer on the monthly access fee also holds for business users.

Fibre-based fixed broadband line-up to business users	May 2020			
	35Mbps	100Mbps	300Mbps	1000Mbps
Monthly access fee – 24-month agreement	€35.00	€41.00	€59.00	€177.00
Discount	Not applicable	No access fee for first six months of subscription		Not applicable
Monthly access fee – month-on-month	Not applicable	Not applicable		
Installation	Free			
Availability	Only where fibre infrastructure is available			
Fixed broadband Internet				
Download speed	35Mbps	100Mbps	300Mbps	1000Mbps
Upload speed	5Mbps	15Mbps	20Mbps	50Mbps
Download limit/Upload limit	Unlimited			
Fixed telephony				
On-net FTF	Not applicable	Unlimited		
Off-net FTF		€0.05 per minute		
On-net FTM		Unlimited		
Off-net FTM		€0.23 per minute		
Other				
Paper Billing	€2.00 per month / free online billing			

Comparison - entry-level business dual play plans effective as at May 2020

Entry-level residential dual play: fixed broadband + fixed telephony	GO	Melita	Vodafone Malta
	Small	Flexi Duo	100Mbps
Monthly access fee (24-month agreement)	€41.30	€55.00	€41.00
Offers	Not applicable	Not applicable	No access fee for first 6 months of subscription
Monthly access fee (month-on-month)	Not applicable	€65.00	Not applicable
Fixed broadband			
Download cap	Unlimited	Unlimited	Unlimited
Download speed	100Mbps	500Mbps	100Mbps
Upload speed	15Mbps	20Mbps	15Mbps
Fixed telephony			
Calls to local fixed numbers	Unlimited	Unlimited on-net	Unlimited on-net
Calls to local mobile numbers	-	Unlimited on-net	Unlimited on-net



Vodafone Malta's update to the entry-level Genius Plan effective as at end of May

- Genius plans come bundled with 2.5GB, 5GB or 10GB of data at top-up fees of €10.00, €15.00 and €20.00 respectively.
- Entry-level plan updated - monthly access fee increased from €5.99 to €8.99 whilst validity and data roll-over periods extended to 28 days.

Genius plans	2.5GB	5GB	10GB	Expert
Access fee	€8.99	€13.00	€17.99	€20.00
Promotional offer on access fee	Not applicable	€10.99	€17.99	Not applicable
Required top-up	€10.00	€15.00	€20.00	€20.00
Validity period	28 days	28 days	28 days	28 days
Allowances				
Data usage Malta and EU	2.5GB	5GB	10GB	10GB
Data roll-over	Yes, as long as a €10.00 top-up takes place within 28 days	Yes, as long as a €15.00 top-up takes place within 28 days	Yes, as long as a €20.00 top-up takes place within 28 days	Yes, as long as a €20.00 top-up takes place within 28 days
Download Speeds	Up to 2Mbps			
Voice calls	Unlimited calls to all local Vodafone Malta mobile numbers (whilst in Malta)			
SMS	€0.05 per SMS			Unlimited to all local numbers
Outside bundle rates				
Off-net call and SMS rates	€0.10 per minute for calls / €0.05 per SMS			€0.25 per minute for calls / €0.05 per SMS



GO's launch of the Smart WiFi *effective as at end of May*

GO launched a WiFi device which it says would give the end-user 'a strong Wi-Fi signal across the entire home' within a 'fully-app controlled' setting.

- The wi-fi kit includes two GO Smart Wi-Fi Pods. A €2.99 monthly recurring charge is applicable for these Smart Wi-Fi Starter Pack Pods.
- Further to the charges specified, an end-user residing in large premises may opt for a wider WiFi network and add extra GO Smart Wi-Fi Pods at €2.99 each.
- The service comes with a one-time activation fee of €30.



GO's update of post-paid mobile Freedom plans effective as at end of May

- New Freedom Plan line-up launched by GO, with lower access fees compared to the previous line-up.
- Line-up includes plan with unlimited data (i.e. no data cap).

Freedom Plans	5GB	15GB	30GB	Unlimited
Monthly access fee - Month-on-month	€19.99	€29.99	€39.99	€49.99
Monthly access fee – 2-year contract	€14.99	€24.99	€34.99	€44.99
Home Pack discount / mth	€2	€5	€10	€10
Roaming discount	Not applicable			50% on non-EU prices
Allowances				
Mobile data	5GB	15GB	30GB	Unlimited
Free music streaming	Music Wildcard - Spotify, Amazon Music, Deezer and Apple Music when using the GO network			
Optional add-ons				
Calling and SMSs - local	Additional €10 per month for unlimited calls and SMSs to all local, EU and UK numbers and also while roaming in EU Zone 1			
Calling and SMSs - international	Additional €5 per month for 60 minutes and 60 SMSs to all countries worldwide			
Outside bundle rates				
Data	500Mb/€5 up to a total pay per use data usage of €50.00 / thereafter, a pay per use rate of 10c/MB			
Calls – local and when roaming in EU Zone 1	€0.25 per minute			
Calls – Malta to EU Zone 1	€0.21 per minute			
SMSs – local + EU Zone 1	€0.07			
Other charges				
Printed billing / non-DDM	€2 per printed bill / €1 per printed bill			

Comparison - entry-level residential post-paid mobile plans effective as at end of May

Entry-level post-paid mobile telephony plans for residential users	GO	Melita	Vodafone Malta
	5GB	Surfer 3Mbps	Red Business Calls
Monthly access fee (24-month agreement)	€24.99	€30.00	€24.99
Monthly access fee (month-on-month)	Not applicable	€40.00	Not applicable
Discount	€2 with Home Pack	€5 with Flexi Bundle	Not applicable
Data allowance – local and EU roaming	5GB	Unlimited at a download speed of 3Mbps (not applicable for roaming)	Unlimited at a download speed of 2Mbps (not applicable for roaming)
Additional data allowances	Not applicable	50GB Melita Wifi	Not applicable
Voice call minute allowance	Unlimited calls to all local and EU Zone 1 numbers	Unlimited calls to all local numbers from Malta and anywhere in the EU	Unlimited to local and EU numbers + 100 minutes to AUS; CAN; Turkey; USA.
SMS allowance	Unlimited SMS to all local and EU Zone 1 numbers	Unlimited SMS to all local numbers from Malta and anywhere in the EU	Unlimited to local and EU numbers
Other allowances	-	21GB for roaming in EU and UK	25GB for roaming in EU and UK
Outside bundle rates: per minute / per Mb / per SMS			
On-net/off-net calls	Not applicable	Not applicable	Not applicable
On-net/off-net SMS	Not applicable	Not applicable	Not applicable
Mobile data	€5.00 per 500MB	Not applicable	Not applicable



Appendix – Website links

GO Update of Business Infinity mobile post-paid plans
Link: <https://www.go.com.mt/business/infinitymobile?productName=Infinity%20Voice%20Add-on>

GO GO's promotional offer on the Smart Plus plan
Link: <https://www.go.com.mt/mobile-plans/smart-plus?productName=Smart%20Plus>

Melita Launch of PBX solutions
Link: <https://www.melita.com/melita-launches-new-website-and-services-for-businesses/>

Vodafone Malta Discounts for fibre-based fixed broadband
Link: <https://www.vodafone.com.mt/home-internet>

Vodafone Malta An update to the Genius Plan
Link: <https://www.vodafone.com.mt/genius>

GO Launch of the Smart Wi-Fi Starter Kit
Link: <https://cms.go.com.mt/wp-content/uploads/2020/05/Spec-sheet.pdf>

GO Update of Freedom plan line-up
Link: <https://www.go.com.mt/mobile-plans/pay-monthly>



Disclaimer

- This publication contains information, which may include statistics, that have been obtained from sources believed to be reliable in regard to the subject matter covered.
- This publication does not constitute commercial, legal or other advice however so described. In publishing this information the Malta Communications Authority (“MCA”) is not responsible and cannot be held liable for the quality, completeness, adequacy and accuracy of any information, statements and statistics however so described, contained within this document.
- The MCA reserves the right to change and update any such information including any statements and statistics provided in this document at its discretion and without prior notification.
- To the fullest extent permitted by law, neither the MCA nor any of its officers or its agents, however so described, will assume responsibility and/or liability for any loss or damage, however so described, arising from or related to the use of the content of this document.



END

Malta Communications Authority
Valletta Waterfront,
Pinto Wharf, Floriana,
FRN 1913, Malta

T + 356 2133 6840
F + 356 2133 6846

E info@mca.org.mt
W www.mca.org.mt