

## Contract information

Your contract with the service provider, is an important document which stipulates a number of conditions which you are agreeing to when subscribing to a service/s. Some consumers may find contracts too lengthy and complex to understand. In order to assist customers to better understand the conditions of service, we have prepared a short checklist highlighting the most important clauses for you to keep in mind before signing a contract. Customers are encouraged to carefully read the terms and conditions and to refer their enquiries to their service providers or to the MCA, in case of any difficulties.

	Check
<b>Time for initial connection</b> – This is the time taken for your service provider to install and connect your services. Keep in mind that if your service is not installed within such timeframe, you have a right to exit your contract without penalties.	✓
<b>Rental fees</b> – The periodic fee which you have to pay in exchange of the provision of the service.	✓
<b>Allowances</b> – Any benefits (such as number of minutes; SMS or data) provided in a subscription plan which is subject to a periodic charge.	✓
<b>Tariff Rates</b> – These refer to any telephony charges that may apply for calls, SMS and data usage you make. Be aware that different tariff charges may apply for calling or sending SMS to international or premium numbers. It is also advisable that you review any roaming charges that may apply when going abroad. More information on roaming services is available <a href="#">here</a> .	✓
<b>Other charges</b> – Any other charges which you may incur, such as installation fee, late payment fee, etc.	✓

	Check
<p><b>Internet speeds</b> – If you subscribe to an internet package, besides taking note of the maximum download and upload speeds that a particular package may provide, look out for the Typical Speed Range which is a clearer indication of the speed performance that you are most likely to achieve when subscribed to that package. More information is available <a href="#">here</a>.</p>	✓
<p><b>Traffic management</b> – Keep in mind that in the case of a network congestion your internet service provider may implement traffic management policies to ensure the smooth running of the network. More information is available <a href="#">here</a>.</p>	✓
<p><b>Limitation to the service</b> – Any limitations which impact the use of your service and may include the following:</p> <p>Coverage of services – Check whether the service you intend to subscribe to is available in your area.</p> <p>Any limitations imposed by your service provider which hinder the use of the service, such as the inability to use your fixed telephony service if you have no electricity.</p>	✓
<p><b>Restriction on terminal equipment</b> – Any restrictions to the equipment provided by your service provider which may hinder the use of the service, such as whether your mobile phone is sim-locked or network locked.</p>	✓
<p><b>Billing cycle</b> – Generally service providers issue bills every month, however, certain service providers may apply a different billing cycle, for instance a billing cycle of 28 days.</p>	✓
<p><b>Itemised bill</b> – When subscribing to a telephony package, you have a right to access a detailed level of itemisation of your usage which includes the usage and cost related to each telephony transaction made from your mobile or fixed line. More information is available <a href="#">here</a>.</p>	✓

	Check
<p><b>Payment methods</b> – The different methods of payment available and any applicable charges. Service providers offer different methods of payment, such as direct debit mandate, internet banking, cheque, card, cash, etc. Check whether your service provider offers any discounts if you opt to pay through direct debit.</p>	✓
<p><b>Fault repair timeframes</b> – The time taken by the service provider to repair faults encountered from date of report. This repair timeframe varies from one service provider to another and ranges between 1 working day to 4 working days. More information is available <a href="#">here</a>.</p>	✓
<p><b>Compensation</b> – In case of a service failure you are entitled for compensation as per your contract. The compensation and refund schemes differ from one service provider to another, however, service providers normally provide a pro-rate refund. More information is available <a href="#">here</a>.</p>	✓
<p><b>Complaint handling procedure</b> – Your service provider offers you the possibility to raise a complaint whenever something goes wrong with your service. Be aware of your right to escalate your case to the Malta Communications Authority if matters are not addressed to your satisfaction.</p>	✓
<p><b>Suspension of service</b> – If you subscribe to a mobile telephony pre-paid service, keep in mind that your service provider may require you to make a chargeable event within a specified timeframe in order to keep your mobile service active.</p>	✓
<p><b>Duration of the contract</b> – The duration of a contract varies from one tariff plan to another, however, the maximum contractual period is of 24 months. Service providers also offer plans of a minimum contractual period of less than a year.</p>	✓

	Check
<b>Early termination fees</b> – These are the fees applicable should you decide to terminate the contract before the lapse of your contractual agreement.	✓
<b>Termination and switching procedure</b> – This is the procedure which you need to follow should you decide to terminate your service. Keep in mind that you can switch your telephony number when switching from one provider to another. More information is available <a href="#">here</a> .	✓
<b>Email forwarding</b> – Service providers offer the option to forward you emails you receive on your email previously provided together with your internet service to another email of your choice upon terminating your internet service. More information is available <a href="#">here</a> .	✓
<b>Directory services</b> – If you intend to subscribe to a telephony service you will be provided the option to include your personal details in a directory enquiry services.	✓
<b>Emergency services</b> – In case you subscribe to a telephony service, your service provider must include information on whether or not you will be able to access emergency services.	✓