

General Terms and Conditions

“Vodafone MORE”

Vodafone Albania Sh.A (Vodafone or We, VFAL respectively) is a joint stock company established by decision of the Court of the Judicial District of Tirana No. 25766, dated May 10, 2001, with headquarters at: Tirana-Durrës Highway, “Pavaresia” Str. No. 61, Kashar, Tirana, Albania, with Nipt: K11715005L.

These Terms and Conditions constitute the entire Agreement between You, the customer of Vodafone, and Vodafone, regarding the benefits of gifts from partner third parties through the “Vodafone MORE” Promotion, exclusively on the My Vodafone application and the JUTH application. The benefit of the promotional gifts, through the dedicated menu in the My Vodafone application and the JUTH application, is possible only after respecting the terms and deadlines as follows.

1. What is Vodafone MORE?

It is the program that rewards all Vodafone customers, based on the years they have been part of Vodafone and the Vodafone products they use. The program offers customers surprises tailored to their needs, and a wide catalog of exclusive offers only for Vodafone customers.

2. General Conditions for participation in "Vodafone MORE"

2.1 All existing or new subscribers of the mobile telephone and/or fixed internet service, with prepaid and/or VODAFONE contract (hereinafter referred to as the Subscriber) who have registered with Vodafone by completing the registration form, have right to participate in “Vodafone MORE”.

2.2 Registration to “Vodafone MORE” is automatic and begins with the activation of the Vodafone number. Subscribers who have more than one SIM card/number can be part of the program several times (as many SIMs as they have), understanding that the benefits will be shared between each of the SIMs and not combined with each other.

a) If the Post paid Subscriber has an obligation towards Vodafone, Vodafone MORE benefits will be suspended until the Subscriber settles these contractual obligations.

2.3 The subscriber will benefit from VCoins in “Vodafone MORE” after performing one or more of the following actions, based on the duration he’s been a customer (seniority) and the products he uses:

- a) Through the purchase of bundles offered by Vodafone
- b) Through promotional activities carried out within Vodafone applications
- c) Through the payment of contractual obligations (for Subscribers in arrears).
- d) By transferring VCoins from other users
- e) Through various bonuses after activation of dedicated internet bundles

2.4 VCoins is the unit of exchange, which serves for various transactions in our two applications My Vodafone and JUTH. VCoins are earned in the ways set forth above in 2.3 and exchanged in the ways and gifts set forth in paragraph 4.

2.5 Pre-registration of the Program will allow the Subscriber, as automatically identified by the SIM or Vodafone SIM, to accumulate VCoins valid for the exchange of one or more vouchers. Subscribers registered with “Vodafone MORE” will benefit from VCoins after each event mentioned above in 2.3 with the following seniority bands:

a) Prepaid SIM:

Seniority	Value	Recharge	Bundle
0 - 1 year	1000 lek	-	10 VCoins
2 - 5 years	1000 lek	-	20 VCoins
6 - 10 years	1000 lek	-	30 VCoins
Over10 years	1000 lek	-	40 VCoins

b) Post paid Sim Next plans

Seniority	Value	Recharge	Bundle/ Bill payment
0 - 1 year	1000 lek	-	20 VCoins
2 - 5 years	1000 lek	-	30 VCoins
6 - 10 years	1000 lek	-	40 VCoins
Over 10 years	1000 lek	-	50 VCoins

c) Post paid Sim Individual

Seniority	Value	Bundle/Bill payment
0 - 1 year	1000 lek	20 VCoins
2 - 5 years	1000 lek	30 VCoins
6 - 10 years	1000 lek	40 VCoins
Over 10 years	1000 lek	50 VCoins

d) Prepaid Sim + fiks internet

Seniority	Value	Recharge	Bundle purchase/ Invoice payment
0 - 1 year	1000 lek	-	30 VCoins
2 - 5 years	1000 lek	-	50 VCoins
6 - 10 years	1000 lek	-	70 VCoins
Over 10 years	1000 lek	-	80 VCoins

e) Post-paid Sim/Next + fixed internet

Seniority	Value	Recharge	Bundle purchase/ Invoice payment
0 - 1 year	1000 lek	-	40 VCoins
2 - 5 years	1000 lek	-	60 VCoins
6 - 10 years	1000 lek	-	80 VCoins
Over 10 years	1000 lek	-	100 VCoins

f) Post paid sim (legal person)

Subscribers with postpaid legal entities will be able to receive the benefits of the scheme without the need to collect VCoins.

2.4 Vodafone reserves the right, during the promotion period, to provide mechanisms to accelerate the accumulation of VCoins; these mechanisms will be based on such criteria as to provide equal treatment among Subscribers with the same contractual characteristics and Vodafone services; any such preference shall be communicated to:

1. Apps My Vodafone and JUTH
2. Official Vodafone page www.vodafone.al or www.juth.al

2.5 The values in Lek mentioned in these General Conditions include VAT.

3. How to collect points in "Vodafone MORE"

3.1 VODAFONE will automatically award VCoins to the subscriber as defined in clauses 2.3 and 2.4 above of these General Conditions.

3.2 The subscriber can be informed about the accumulated total in real time in the My Vodafone app or in the JUTH app.

3.3 Through "Vodafone MORE", VODAFONE will reward the Subscriber with VCoins, only in its respective number, for the actions performed by the Subscriber as defined in points 2.3 and 2.4 above. In cases where the subscriber has more than one VODAFONE number, the points earned from each separate number will not be aggregated, and under no circumstances will the subscriber be awarded in total. Each VODAFONE number holds respective VCoins.

3.4 In cases where the subscriber changes his mobile number and switches from a prepaid subscriber to an individual postpaid subscriber, the accumulated points will be transferred.

3.2 In cases where the subscriber changes his mobile number and switches from an individual prepaid/postpaid subscriber to a legal postpaid subscriber, the accumulated points will not be transferred.

3.3 In cases where a number is transferred from one VODAFONE subscriber to another VODAFONE subscriber, the VCoins earned on the previous mobile number are not transferred to the new subscriber under any circumstances.

3.4 In the event that the provision of VODAFONE public mobile telephony services is interrupted as a result of the actions of the subscriber, all collected VCoins will be deleted immediately after the termination of services.

3.5 VODAFONE has the right to add VCoins to the Subscriber's number registered in "Vodafone MORE" for promotional purposes.

4. Gifts to be benefited

4.1 Subscribers can also receive this information through 'VodafoneMORE' publicity materials, in the "Vodafone MORE" section on VODAFONE's official website: <https://www.vodafone.al>, as well as in the My Vodafone or JUTH applications.

4.2 Vodafone has the right to update the list of gifts continuously. You can find more detailed information on "Vodafone MORE" as well as the applied General Terms and Conditions by visiting www.vodafone.al.

5. Receiving gifts

5.1 Depending on the accumulated VCoins, the Subscriber can choose one of the coupons offered by "Vodafone MORE". To receive each of the coupons listed above, the Subscriber must have accumulated VCoins corresponding to the respective coupon.

5.2 The catalog will contain the coupons, with the respective validity dates, the maximum amount of coupons available as well as the respective daily/weekly/monthly usage limit, if applicable, and identifies the available coupons based on VCoins, which will be accumulated by the methods of detailed above.

5.3 For each third party, customers will receive a promotional code, in alphanumeric or digital format (QR code).

5.4 The validity of each promotional code is clearly defined visually in the application.

5.5 Customers, in order to take advantage of the promotion, must present the promotional code at any representative point of the cooperating third parties, or in the dedicated space on the partners' websites

5.6 The sales representative of the cooperating third parties checks the validity of the promotional code, and offers the corresponding discount/offer to the Vodafone customer.

5.7 At the time of using the code, the subscriber is deducted from his VCoins balance as many VCoins as the value of the coupon, in real time.

- 5.8 Vouchers are updated periodically by Vodafone, without excluding the option, in an even shorter time interval, to change the selection of prices available;
- 5.9 If the subscriber, based on the available points, requests more than one coupon (up to 10 coupons), provided that there are no technical incompatibilities between the delivery and the product/service already available, he can receive them.
- 5.10 Third-party products that are offered with discounts outside the Vodafone More scheme may not be valid for discounts through Vodafone More.
- 5.11 For third-party products, the use of two coupons within the same basket may not be possible.
- 5.12 Procedures for claiming and collecting rewards will be communicated by Vodafone based on the different rewards available in the My Vodafone or JUTH application.
- 5.13 At any time during the Promotion Period, any Member who has accumulated a number of VCoins sufficient to receive one or more selected Vouchers in the Voucher Catalog in effect at the time of selection, shall make his request, from : My Vodafone or JUTH application
- 5.14 Coupons can be from the following categories:
- Digital coupons, products or services offered by suppliers other than Vodafone (hereinafter, collectively, "partners");
 - Services consisting of Vodafone data or voice traffic (hereinafter: "Vodafone telephone services");
- 5.15 The catalog between the My Vodafone application and Juth may change from time to time, for promotional reasons. Accumulated VCoins can be exchanged for gifts in each of the applications, but the amount of VCoins is only one. So if an exchange of VCoins with coupon is done in JUTH app, points deduction will be reflected in both apps like JUTH and also My Vodafone, and vice versa. This non-duplication rule applies to all other giveaways through the MORE program, with the exception of designated promotional campaigns.

6. Credits validity

- 6.1 The process through which the subscriber becomes a member of "Vodafone MORE" is determined only by VODAFONE, which reserves the right to make any type of change.
- 6.2 VCoins earned through "Vodafone MORE" cannot be transferred from one Vodafone number to another mobile number.
- 6.3 With the accumulated VCoins, the Subscriber will only benefit from the vouchers set out in Table 1 and 2 respectively, as above, which will be continuously updated by VODAFONE depending on the availability of these vouchers.
- 6.4 VCoins that will be benefited through "Vodafone MORE" are valid for two years starting from the date of their benefit. Example: VCoins earned on 10/20/22 are valid until 10/19/24. All VCoins accumulated and not used by the Subscriber during their validity period are zeroed out at the end of the two-year period.
- 6.5 Vodafone reserves the right to extend the expiry date of VCoins through promotional campaigns or as a bonus for the purchase of dedicated internet packages which will contain all relevant information regarding the extension of the expiry date and the usability of Vcoins.

7. Exclusion from liability.

VODAFONE bears no responsibility if the application to benefit from a gift through "Vodafone MORE" was made by a person not authorized by the subscriber, if a third person acted differently from the authorization given by the subscriber or for any other reason.

8. Specific terms

- Any communication between the subscriber and VODAFONE regarding "Vodafone MORE" will take place in the manner provided by VODAFONE.
- Coupons defined in these General Terms and Conditions are valid and can be redeemed through the use of accumulated VCoins.
- VODAFONE reserves the right to change the General Terms at any time by notifying subscribers in advance by SMS or at <http://www.vodafone.al> within a reasonable time.

9. Acceptance of Terms

By registering with Vodafone, the subscriber fully accepts these General Terms and Conditions.

10. Duration of "Vodafone MORE"

"Vodafone MORE" started on 02.07.2019 and will be valid until terminated by VODAFONE with a prior notice to subscribers no less than 15 days. This announcement will be made by SMS or through the official website of VODAFONE. In case of termination by VODAFONE of "Vodafone MORE", subscribers can use VCoins accumulated according to these General Terms, before the deadline stated by VODAFONE for the closure of "Vodafone MORE".

11. Personal Data

Personal data of "Vodafone MORE" members are processed by Vodafone in accordance with the law "On the protection of personal data", the by-laws in its implementation, the Subscriber's Contract and the company's internal policies regarding privacy.

12. Jurisdiction – Applicable Law

Any agreement between Vodafone and the Subscriber, when not resolved by mutual understanding, will be submitted to the competent Albanian courts for resolution

13. Miscellaneous

All the conditions provided in the General Conditions of Provision of Public Mobile Telephony Services for VODAFONE Prepaid Subscribers are also applicable to these General Conditions.

The above Terms and Conditions may be subject to revision at any time by Vodafone Albania Sh.A. You will be notified within a reasonable time of these changes. For detailed information visit www.vodafone.al