



MCCAA

MALTA COMPETITION AND
CONSUMER AFFAIRS AUTHORITY

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OFFICE FOR CONSUMER AFFAIRS

Decision issued this 15th day of April 2019 by the Director General (Consumer Affairs) according to the Consumer Affairs Act (Chapter 378 of the Laws of Malta) with regard to Vodafone Malta Limited C 10865 (hereinafter referred to as Vodafone)

PRELIMINARY

The Director General (Consumer Affairs) hereinafter referred to as the DG:

refers to the administrative proceedings instituted on the 31st August, 2015, with regard to Vodafone by means of the relative Notices issued according to the Consumer Affairs Act (Chapter 378 of the Laws of Malta) (hereinafter referred to as the Act), by means of which the DG notified Vodafone that the DG had initiated investigations in respect of the charges imposed on consumers by Vodafone, for paper bills and on methods of payment not being by direct debit, and relative to the provision of services by Vodafone.

LEGAL BASIS

The said charges imposed on consumers have been analyzed by the DG in the light of:

- a) Articles 51B (2) (a) and (b); 51C (b) (iv); 51D (1) and (3) (c) and (d) of the Act;
- b) Articles 44 (1) and 45 (1) (a), (1) (d) and (2) (c) (i) of the Act;
- c) regulation 21 of the Consumer Rights Regulations - Subsidiary Legislation (S.L.) 378.17.

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CONSIDERATIONS

The DG has considered the meeting called by the DG on the 25th August, 2014 held with the telecommunications service providers including Vodafone, and the need to follow-up by means of this investigation and the administrative proceedings that have indicated a breach of the above-mentioned legal provisions.

VOLUNTARY COMPLIANCE

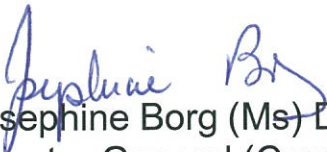
Vodafone indicated its willingness to comply voluntarily in line with article 100 of the Act by:

indicating the extra charges for printed bills in a clear, identifiable, and prominent manner as from November 2015, and

reducing the charges in relation to payment mechanisms from three Euro (€3.00) to one Euro fifty cents (€1.50c) following the submission of the relevant points and workings, as from December 2016.

CONCLUSION

Therefore, the DG hereby decides that Vodafone has implemented the above-mentioned voluntary compliance.


Josephine Borg (Ms) DPA
Director General (Consumer Affairs)

Notification: Vodafone Malta Limited C 10865
SkyParks Business Centre
Malta International Airport,
Luqa LQA 4000.