

ORDER OF THE REGULATOR NO. 2024/T04

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

WHEREAS:

The Office of the Regulator received newly proposed retail tariffs from Vodafone Samoa Limited (Vodafone) for its telecommunication services on 21st October 2024. These tariffs 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 revoked the Order of the Regulator No. 2023/T05 and replaced it with the Order of the Regulator No. 2024/T04.

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 concerning new tariff approval:

Orders

- i. The tariffs specified in *Schedule 1* to this Order shall be the approved retailed tariffs specified for 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 is ended;

VAGST

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

Peak Period

For this Order, Peak periods will be between 8:00 a.m. and 7:59 p.m. on weekdays, and the off-peak period will be between 8:00 p.m. and 7:59 a.m. on weekdays and weekends.

Billing concerning Voice Calls

The rates are expressed per minute and for billing purposes, they are applied and charged based on 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 **13th of December 2024**

Date of Order: 6th December 2024



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.

1) PREPAID PLANS & BUNDLES

I. Malo Bundles

All-In One Malo Bundle							
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	N/A	1
Malo \$5	5	3	UNL	UNL	10	N/A	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 \$16	16	16	UNL	50	40	30	7
Malo \$18	18	18	UNL	50	50	30	7
Malo \$21	21	21	UNL	50	50	40	7
Malo \$23	23	25	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

a. Malo Add-Ons

Malo Add-On			
Product Name	Price	Anyuse Data(GB)	Validity
Malo \$3	1	1	1
Malo \$5	2	2	1
Malo \$10	4	4	4
Malo \$13	4	4	7
Malo \$15	5	5	7
Malo \$16	5	5	7
Malo \$18	7	7	7
Malo \$21	10	10	7
Malo \$23	10	10	7
Malo \$29	10	10	7
Malo \$50	14	14	14
Malo \$79	20	20	28
Malo \$100	20	20	28

II. Fiafia Tele Bundles

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

a. Fiafia Tele Add-Ons

Fiafia Tele Add-On			
Product Name	Price	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

III. Super Data Bundles

Super Data Bundles			
Product Name	Price	Any GB	Validity (days)
Super Data \$3	3	1	1
Super Data \$6	6	3	3
Super Data \$11	11	7	4
Super Data \$16	16	16	7
Super Data \$21	21	17	7
Super Data \$30	30	30	10
Super Data \$60	60	60	28
Super Data \$99	99	200	28

a. **Super Data Add-Ons**

Super Data Bundles Add-On			
Product Name	Addon (\$)	Any GB	Validity (days)
Super Data \$3	2	2	1
Super Data \$6	3	3	3
Super Data \$11	4	4	4
Super Data \$16	6	6	7
Super Data \$21	10	10	7
Super Data \$30	10	10	10
Super Data \$60	20	20	28
Super Data \$99	10	10	28

IV. Unlimited Mobile Data Bundles

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

- *Gifting is not available for unlimited mobile plans.*
- *Data can be used for any internet activity.*
- *Hourly validity starts upon successful purchase.*
- *Eligibility includes all new and existing prepaid and postpaid capped mobile users.*

V. Best Buddy

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

- *Daily auto-renewal fee of 0.99 sene charged at 12:00 AM.*
- *Daily fee is automatically deducted from customer balance at 12 AM.*
- *If there is insufficient balance at 12 AM, the fee will be reduced after the next top-up.*
- *Best Buddy auto-deactivates after a full day without a top-up, requiring reactivation.*
- *Customers can opt out by calling customer service or dialing *888# menu.*
- *Unlimited calling and texting available to one designated Vodafone number.*
- *The Buddy numbers can be changed only once every 30 days.*
- *Customers may opt out and reactivate with a different number, incurring a penalty fee of \$1 tala if within the 30-day period.*
- *Buddy number can be a prepaid or postpaid mobile or fixed line (landline) number.*

VI. Paradise Sim Plans

Paradise Sim Plan						
Product Name	Price	Any Use Data (GB)	Mins/Text (Onnet)	Mins/Text (Offnet)	Int'. Mins (Nz&Aus)	Validity (Days)
Paradise \$25	\$ 25	10	UL	25	25	7
Paradise \$50	\$ 50	30	UL	50	50	15

- Paradise plans are exclusive to Paradise SIMs.
- Paradise SIM activation plans can only be repurchased by Paradise SIM users.
- Paradise SIM is designed for international tourists and visitors; valid international ID or boarding pass is required for registration.
- Paradise SIMs cannot purchase other prepaid plans apart from Paradise plans.
- Plans are available via *888# menu or My Vodafone Samoa App.
- Top up the exact plan value to auto-convert the offer; or a manual conversion is available based on top-up and customer preference.
- International calling available to NZ, Australia, USA, American Samoa, and Fiji (landline & mobile).
- A re-purchase option for any of the Paradise plans is available.
- Without purchasing a bundle, internet access will be unavailable, and calls and texts will be charged at standard casual rates.

VII. Roaming Prepaid Plan

Roaming Prepaid Plan					
Product Name	Price	Any Use Data (MB)	Vodafone Samoa Calls	Applicable Countries	Validity (Days)
Prepaid Roam Bundle	99	300	20 Local On-net Mins (Voda)	NZ, Aus, Fiji, Cook Island, Am. Samoa	15

- Roaming bundles are valid in designated countries.
- Bundles can be purchased either before travel or while abroad.
- Data and minutes do not roll over; they expire at the end of the validity period.
- Vodafone Samoa Calls apply to calls made to Vodafone numbers in Samoa, excluding chargeable services (e.g., 933 Directory).
- Plans can be repurchased through *888# or the My Vodafone Samoa App.

VIII. Moana TV App: Subscription Plans

Moana TV App: Subscription Plan			
Package	Price	Channels	Validity
Daily	1	All Channels	1 day - auto renew
Montly	15	All Channels	30 days

- Daily subscription auto-renews.
- Payment can be made via phone balance or M-Tala
- A data plan is needed to access channels on the app

IX. Prepaid Sim Activation Offer – One time offer only

Sim Activation Offer - One Time only				
Plan Name	Price (\$)	Any Use GB	Mins/Text (Onnet)	Validity (days)
Prepaid Sim	5	5	UNL	5
	1	1	N/A	1

- *The new SIM activation offer is a one-time only.*
- *A \$1 to \$5 tala activation fee is required to activate SIM and the offer.*
- *This offer is available only upon initial activation.*

X. Prepaid Router Plans: Aiga Wifi-Plans

Aiga WiFi Plans			
Plan Name	Price	Data Allocation	Validity (hours)
Aiga WIFI \$15	15	15	7
Aiga WIFI \$25	25	30	7
Aiga WIFI \$50	50	60	14
Aiga WIFI \$100	100	150	28
Aiga WIFI \$200	200	300	28

- *AIGA Wi-Fi plans are exclusively for prepaid DATA SIMs only.*
- *These plans are designed for prepaid and postpaid-capped router, dongle, and Mi-Fi users.*
- *Top up the exact plan value for auto-conversion, or manually convert based on top-up and customer preference.*
- *Unused data does not rollover and expires at the end of the plan's validity*

PREPAID PLANS TERMS AND CONDITIONS

1. All rates are in Samoan Tala and include VAGST.
2. Initial plan allocations are for prepaid and postpaid-capped mobile users only.
3. Data allocations can be used for any internet activity.
4. No rollover of allocations; all expire within their assigned validity periods.
5. "On-net" refers to calls/texts between local Vodafone Samoa numbers.
6. "Off-net" refers to calls/texts from Vodafone Samoa numbers to other local networks.
7. International minutes cover calls to mobile and landlines in New Zealand and Australia only.
8. Calls to other international destinations are charged at standard rates.
9. Initial bundles can be gifted to other Vodafone numbers; add-on bundles cannot.
10. Add-on data is optional and consumed before the initial plan data.
11. Add-ons are specific to their designated plans and cannot be purchased separately or used across different plans.

12. Add-on offers appear once during the initial bundle purchase; if declined, they can only be purchased after buying a new bundle.
13. The validity of add-on plans is tied to the initial plan but does not extend the overall validity period.
14. Both initial plans and add-ons are valid within their respective timeframes from the day of purchase.
15. The add-on with shorter validity is consumed first; both must be used within their respective valid periods.
16. A data plan is required to access the internet; voice and text are charged at standard rates when plans expire unless they are repurchased.

2) POSTPAID PLANS & BUNDLES

I. Postpaid Mobile Plans – Red Plus Plans

Red Plus Plans						
Plan Name	Price	Any Use GB	Onnet Mins/Text	Offnet Mins	Offnet Text	Validity
Red Plus 69	\$ 69.00	17	UNL	100	100	Monthly
Red Plus 119	\$ 119.00	35	UNL	200	200	Monthly
Red Plus 229	\$ 229.00	70	UNL	400	400	Monthly
Red Plus 339	\$ 339.00	125	UNL	500	500	Monthly
Red Plus 459	\$ 459.00	175	UNL	750	750	Monthly

a. Postpaid Mobile Handset Add-Ons

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
Addon MPP Repay7	\$5,001-\$7,000	\$ 583	\$ 292	\$ 199

- The Add-on MPP Repay option is available only when customers sign up for a Red Plus Plan.
- Customers must choose between a 12-month or 24-month payment plan, depending on their contract and the handset selected within the plan.
- A one-time processing fee is applied and charged on the first month's bill.

b. Postpaid Mobile Service Add-Ons

i. Postpaid Mobile International Voice & Data Add-Ons plans

Postpaid Mobile International Voice & Data Add-On Plans				
Add on	Any Use Data (GB)	Int'l Mins	Price	Validity
Data 5	5	-	\$ 20.00	Monthly
Data 15	15	-	\$ 50.00	Monthly
International 50	-	50	\$ 30.00	Monthly
International 100	-	100	\$ 50.00	Monthly

II. Postpaid Broadband / Fibre Plans

a. Voda Fibre Plans

Voda Fibre 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

- No data rollover after the monthly plan ends.
- No unlimited or endless data once the monthly plan expires.
- Broadband or Fibre users can add a plan from the available add-on options.

b. Postpaid Router Data Plans

Router Data Plans			
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	\$ 1,149	UNL	Monthly

- Unused data can roll over for a month
- Add-on plans are optional based on the customer's extra data needs.
- Postpaid capped router users can choose between an additional data pass or any prepaid Aiga Wi-Fi data plans, but not Postpaid Pure plans.

c. Postpaid Broadband / Fibre / Router Add-on Plans

Broadband/Fibre/Router Add-on			
Add-on	Price (\$)	Any Use Data (GB)	Validity (days)
Data Pass-\$20	\$ 20	10	30
Data Pass-\$50	\$ 50	30	30
Data Pass-\$100	\$ 100	60	30

- Add-ons are optional based on the customer's need for additional data.
- Add-ons are valid for 30 days from the date of purchase.
- Data pass add-on plans can be used for any Internet activity.
- Available exclusively for Broadband/Fibre and postpaid router users.

d. FTTH/FTTP Add-On Services (Residential applicants)

FTTH/FTTP Add On services (Residential applicants only)		
Package	Price	Validity (days)
Moana TV Basic	\$ 39	Monthly
Moana TV Standard	\$ 69	Monthly
Moana TV Premium	\$ 89	Monthly
Landline UNL V2V	\$ 59	Monthly

- Add-on services incur no installation fee when bundled with a new Fibre plan.
- Add-ons are optional for customers.
- Customers can sign-up for add-ons without a Fibre plan, but installation fees will apply.
- Add-ons with a Fibre plan is available to residential applicants only.
- For landline services, customers must provide their own equipment as required.

III. IPTV/Moana TV Plans (Prepaid & Postpaid)

IPTV/Moana TV Plans (Prepaid & Postpaid)			
Package	Price	Channels	Validity (days)
Basic Package	\$ 39	15 Channels	Monthly
Standard Package	\$ 69	20 Channels	Monthly
Premium Package	\$ 89	All Channels	Monthly

- The 30-day validity applies to Prepaid Moana TV plans.
- Postpaid Moana TV plans follow the billing cycle for validity.

IV. Service Installation Charges

Service Installation Charges	
Installation Charges	Price
FTTH/FTTP	\$ 299
4G/4G+ ROUTER	\$ 149
Moana TV	\$ 150
Landline (Classic)	\$ 90

- Installation charges must be paid up-front
- These are one-time charges.

V. International Calling Rates

International Calling Rates		
Group of Countries	Rate	Unit
American Samoa (Bluesky & ASTCA)	0.59	6 seconds basis
French Polynesia, Guam, Marshall Islands, New Caledonia, Palau, Tuvalu, Wallis & Futuna, Fiji (Vodafone), New Zealand, Australia	0.89	
China, USA (Mainland), Hawaii, Alaska, Yugoslavia	0.99	
Bangladesh, Belgium, Brunei, Canada, Denmark, East Timor, Finland, France, Germany, Greece, Hong Kong, India, Indonesia, Japan, Korea Republic (South), Laos, Liechtenstein, Luxembourg, Malaysia, Mariana Islands, Myanmar, Nepal, Netherlands, Norway, Pakistan, Philippines, Romania, Singapore, Sri Lanka, Sweden, Switzerland.	1.79	
Cook Island, Vanuatu, Tonga, Papua New Guinea.	2.99	
Kiribati, Micronesia, Nauru, Norfolk Islands, Niue, Tokelau	3.99	
United Kingdom, Solomon Islands	12	
Maldives, Tuvalu	15	
Rest of the World	4.99	
Immarset (Global Satellite Antarctica)	20.91	

- All International calls are charged on a 6-second basis.

VI. Standard Rates (Prepaid & Postpaid)

VODAFONE STANDARD RATES			
From Vodafone	To	Charge	Rate (WST)
VF Postpaid Mobile	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 (A maximum of numbers can be provided per call)	per call	0.50
	TXT	per TXT	0.20
	Data/MB	per MB	0.03
From Vodafone	To	Charge	Rate (WST)
VF Prepaid Mobile	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 (A maximum of numbers can be provided per call)	per call	0.50
	TXT	perTXT	0.20
	Data/MB	per MB	No PAYG option available A mobile plan is required for Internet access
From Vodafone	To	Charge	Rate (WST)
VF Postpaid 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 (A maximum of numbers can be provided per call)	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
From Vodafone	To	Charge	Rate (WST)
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 (A maximum of numbers can be provided per call)	per Call	0.50
	TXT	per TXT	0.20
	Data/MB	per MB	0.03
From Vodafone	To	Charge	Rate (WST)
VF Landline Postpaid (Classic)	VF Landline	per Min	0.26
	VF Fixedline	per Min	0.26
	VF Mobile	per Min	0.26
	Digicel Mobile	per Min	0.26
	Digicel Fixed	per Min	0.26
	Directory (A maximum of numbers can be provided per call)	per Call	0.50

