

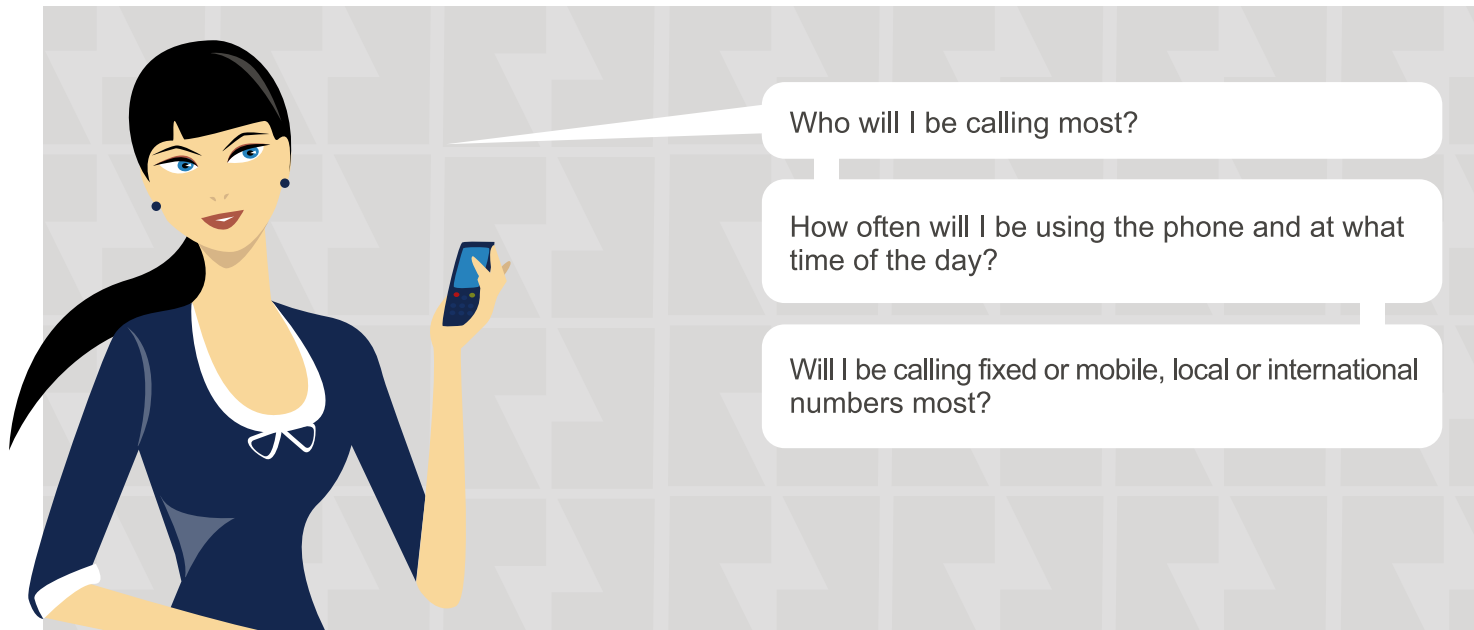
CONSUMER GUIDES

a guide to consumers of electronic
communication services

Mobile Telephony



📱 Subscribing to a mobile telephony service provider



These questions will assist you in choosing the service that best suits your needs.

Types of mobile tariff schemes you may choose from

Pre-Paid

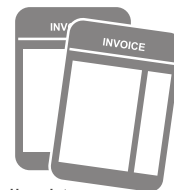
- Service is paid for **in advance**;
- Credit can be purchased through:
 - ATM top-up services
 - Auto top-up from your bank account
 - Online top-up services
 - **Top-up Cards**; or
 - Other methods offered by the service provider
- **Top Up Cards:**
 - Effective **control on how much you spend**
 - Provide a **specific time window** in which you can use your credit
 - Time windows vary according to the value of the topup card and are **non-cumulative**.



Non-cumulative: if you top-up your mobile on the same day, for example, with two €10 top-up cards (90 days time-window each), you will still have a 90-day time-window and not 180.

Post-Paid

- You will have a **contract** with the service provider;
- **Bills** usually cover the **access fee**, the **calls made** and **any other services** subscribed to. These are usually issued **per month**;
- **Tariffs for calls may be different from** those of pre-paid, depending on the service provider.



📌 Tips when selecting your mobile telephony service provider

■ Consider which service provider the people you intend to call the most are subscribed to. Calls made to a number operated by your potential service provider (**on-net calls**) **may be cheaper**.

■ When buying a mobile phone from the service provider, always ask whether the phone is **Network-locked** or **SIM-locked**. In both cases, identify how much you will be charged by the service provider should you decide to unlock the mobile phone.

■ Network Locked

These phones can only be used with SIM cards belonging to a particular service provider.

■ SIM Locked

These phones only work with one specific SIM card.

📌 International Roaming

Does your tariff plan allow you to make calls whilst abroad?

■ Confirm with your service provider that your particular tariff plan allows you to make calls while abroad. This is known as **International Roaming**.

■ Travelling within the EU?

- You can benefit from the **‘Eurotariff’** when travelling within any EU member state.
- The Eurotariff establishes the maximum price that service providers can charge for making and receiving calls.

■ Travelling outside the EU?

- Charges may be higher than the Eurotariff.
- Check which operator your service provider has an **agreement with abroad and the charges that apply** when receiving and making calls.

Service providers' websites usually provide all the information necessary regarding tariffs and steps to follow to activate roaming facilities.



Number Portability

Do you want to change your service provider but keep your existing mobile number?

You can do so with mobile number portability (porting).

■ Before porting

- If you are a **Post-Paid customer**; settle any outstanding bills with your current service provider.
- If you are a **Pre-Paid customer**; check whether any unused credit will be lost when porting.
- Check with the new service provider whether any data, such as contacts from your previous SIM card, will be lost when you switch.

■ While porting

- Visit an outlet of the mobile service provider you would like to subscribe to and take with you:

- **I.D. card or passport**, and
- **SIM card**

Note: Persons under 18 years of age require authorisation from a legal guardian.

- Fill in the porting form and the **new service provider will carry out the porting on your behalf.**

■ After porting

- This process **should not take longer than 1 working day** (*exceptions may apply*);
- When you port, you are **tied** to your new service provider for a **period of 2 months.**

Do you want to know which service provider a particular number is subscribed to?

Call from your mobile or send an **SMS to '180'** with the mobile number you would like to check. This service is free of charge.



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