



FREEDOM LITE / ESSENTIAL / BEYOND TERMS AND CONDITIONS

These terms and conditions were last updated on 18th November 2019.

A. Your Agreement

- These terms and conditions form an integral part of Your Agreement for the provision of Service with Us, together with the following terms and conditions (together with any other documents referred therein), where applicable:
 - The Application Form
 - The Special Offer Terms and Conditions
 - The Bundled Plan Terms and Conditions
 - The Tariff Plan Terms and Conditions and/or Schedule of Charges
 - The End User License Agreement (EULA)
 - The Product Terms and Conditions
 - The General Terms & Conditions
- The Tariff applicable to Your Agreement is specified in the Application Form or through other means by which you have applied for the Service. We reserve the right to stop, suspend, amend or otherwise alter this Tariff Plan, the applicable charges and any benefits derived through it, as well as these terms and conditions, in accordance with applicable laws.
- We reserve the right to stop, suspend, amend or otherwise alter this Tariff Plan, the applicable charges and any benefits derived through it as well as these and any other applicable terms and conditions, in accordance with applicable laws.

B. The Tariffs

- The Freedom Lite/Essential/Beyond Tariff Plans (the 'Tariff') are Pay Monthly mobile services provided by Us. You subscribe to this Tariff by signing an Agreement with Us.
- These Tariffs are regulated by these terms and conditions. By subscribing to these Tariffs You are agreeing to all of these terms and conditions found in the Agreement. If You do not agree to any of these terms and conditions, You should not subscribe to these Tariffs.
- These Tariffs became effective as from 18th November 2019.
- This Tariff consists of the following:

	Tariff Plan	Freedom Lite	Freedom Essential	Freedom Beyond
a.	Standard Monthly Free	€35	€65	€105
b.	Home Pack Community monthly fee discount	€5	€5	€15

Monthly Bundles				
c.	Calls & SMS to all local and EU numbers from Malta & whilst roaming in EU Zone	Unlimited	Unlimited	Unlimited
d.	Local and calls & SMS to GO numbers (fixed & mobile)	n/a	n/a	n/a
e.	Local and EU Zone 1 mobile data	6GB at 4.5G speeds	12GB at 4.5G speeds	30GB at 4.5G speeds
f.	Home Pack Community free mobile data	6GB at 4.5G speeds	12GB at 4.5G speeds	30GB at 4.5G speeds

Local and EU Zone 1 Roaming Charges Outside the Bundle				
g.	Calls to local and EU Zone 1 numbers after bundle (4.c) is exhausted	n/a	n/a	n/a
h.	SMS to local and EU Zone 1 numbers after bundle (4.d)	n/a	n/a	n/a
i.	Local and EU Zone 1 mobile data after bundle € is exhausted.	€5 Per 500MB	€5 Per 500MB	€5 Per 500MB
j.	Video Calls to local and EU zone 1 numbers	€0.25 per minute	€0.25 per minute	€0.25 per minute

Other Charges				
k.	Printed Bill	€2	€2	€2
l.	Termination Fee	€20	€20	€20
m.	Migration to Pay As You GO	€5	€5	€5
n.	Non DDM Payments	€1	€1	€1

C. Explanation of Charges

- Unless otherwise stated:
 - All charges and discounts quoted in this Tariff are inclusive of VAT and exclusive of Excise Tax.
 - All charges applicable and reference to EU (Zone 1) in this document applies;
 - To the list of countries in Zone 1 in Our roaming service information on our website
 - Also to EEA countries

2. Monthly Fee:

- The monthly fee is paid in advance. For the first month, it will be charged on a pro-rata basis and included in the following month's bill.
- You can join a Home Pack Community when You are subscribed to these Tariffs. If You join a Home Pack Community, You will be entitled to:
 - The monthly discount stated in clause B.4.b.
 - The Free monthly mobile data bundle in clause B.4.f.

3. Monthly Bundles:

- For the first month, all bundles will be allocated on a pro-rata basis.
- At the start of the month, all monthly bundles are reset and any remaining balance in the previous month's bundles is lost.
- You may query the remaining balance of the bundles include in your Tariff as applicable, by sending an SMS to 16415 free of charge. You will receive the information through an SMS.
- If You keep on using your mobile data beyond the data allowances of your tariff, any local and EU Zone 1 roaming usage will be charged on a per 500MB basis as per Clause B.4 up to a total pay per use data usage. Thereafter, a pay per rate of 10c/MB will be charged.
- Any activity made towards premium-rated or other special numbers is specifically excluded from the bundles and consequently will not be deducted from the bundles specified in clause B.4. These will be charge separately and will be included in Your bill.
- Roaming:
 - Since We reply on Our roaming partners to provide Us with roaming information, there may be some delay in receiving information related to usage You made while roaming.
 - The standard roaming rates apply for roaming outside the EU (Zone 1). The rates are specified in Our website.
- Unless otherwise stated, all International Activity and Roaming, especially Maritime and Inflight Roaming, is charged at the international and roaming rates found on Our Website. These will be charged separately and included in Your bill.
- Any roaming data usage in EU Zone 1 over and above any bundle included in these Tariff Plans as specified in B.5 above, has an automatic €50 cap. Upon connecting to a roaming data usage, You will be notified via SMS that your mobile data will be stopped upon reaching €50. You will also be informed that you can Opt-out of this capping by sending OPTOUT to 50700295. This will set all your future roaming data usage as unlimited and without capping and you will be charged:
 - The standard data pay per use rate in B.4 above until another €50 worth of usage.
 - Thereafter, a charge of 10c/MB will apply.
 - To make sure that future roaming data usage would be capped again at €50 you should send OPTIN to 50700295 at Your discretion.
- Any roaming data pay-per-use usage in any other country worldwide other than Zone 1, has an automatic €50 cap. Upon connecting to a roaming data service and upon reaching €40 of roaming data usage, You will be notified via SMS that your mobile data will be stopped upon reaching €50. You will also be informed that you can Opt-out of this capping by sending OPTOUT to 50700295. This will set all your future roaming data usage as unlimited and without capping. To make sure that future roaming data usage would be capped again at €50 you should send OPTIN to 50700295 at Your discretion.

4. Other Charges:

- These Tariffs are by default e-billing tariffs. This means that You will receive Your bill through electronic means by using Our e-billing functionality and to supply Us with a valid e-mail address where We may notify You when Your bill is available as well as send You other relevant information. Should the email address You provided become inactive or invalid, and the emails We send to this email bounce back, We retain the right to change your billing option to Printed Bill and You will be charged the relative charges as per clause B.4.k above.

D. Minimum Term

- These Tariffs have a minimum term of three (3) months.
- If You terminate the Agreement during the minimum term, or if the Agreement is terminated by Us for any reason attributable to You (including non or late payment of amounts due), You will be billed an early termination fee in the form of the three (3) months' rental charges or pro -rata part thereof. This applies also if You downgrade Your Service before the minimum term expires.
- You may be entitled to benefit from an Agreement Benefit if You bind Yourself to remain subscribed to these Tariffs for a two (2) year period. The Agreement Benefit may take the form of a discounted/free device from the selection made available by Us for this purpose at the time of Your signing the Agreement or else a monthly discount on Your bill for the duration of the Agreement Benefit time period.
- If You terminate the Agreement during the term of the Agreement Benefit, You will be charged the penalty fees as specified in the Agreement Benefit and this Agreement.

E. Agreement Benefit

1. You have the option to benefit from an Agreement Benefit with Your Agreement when You subscribe to these tariffs, subject that You bind yourself to the Service stated in Your Agreement with Us for a period of two (2) consecutive years (the Agreement Benefit Term).
2. There are two types of Agreement Benefits. You may choose only one (1) from the following options:
 - a. Sim Only Discount
The Agreement Benefit may take form of a monthly discount on Your standard monthly fee, referred to as SIM only discount, for the duration of the Agreement Benefit Term, as follows:

	Tariff Plan	Monthly Discount on Standard Monthly Fee
1.	Freedom Lite (SIM only)	€5
2.	Freedom Essential (SIM only)	€10
3.	Freedom Beyond (SIM only)	€20

- i. If You choose to terminate or disconnect the Pay Monthly service or if the Agreement is terminated by Us for any reason attributable to You (including non or late payment of amounts due) prior to the lapse of the Agreement Benefit Term You are bound to pay GO 100% of the monthly discount assigned under this scheme for the number of months into the Term before termination/disconnection together with the termination fee. A fee related to the minimum term policy on the Freedom plans may also apply as specified in D.2 above.
- ii. If You choose to terminate Your Agreement Benefit in the months of the Agreement Benefit Term indicated below You will be required to pay the remaining unpaid monthly fees applicable to Your respective tariff plan as a termination fee, as follows:

Termination Month	Freedom Lite	Freedom Essential	Freedom Beyond
20th Month	Refer to E.2.a.ii	Refer to E.2.a.ii	4 monthly fees
21st Month	3 monthly fees	3 monthly fees	3 monthly fees
22 nd Month	2 monthly fees	2 monthly fees	2 monthly fees
23 rd Month	1 monthly fee	1 monthly fee	1 monthly fee

b. Device Discount

- i. The Agreement Benefit may take the form of a discount on phone against the purchase of a mobile device from one of GO's retail outlets or authorised dealers.
- ii. The amount to be granted as discount on phone is as specified in the phones section on Our website.
- iii. You are liable to reimburse GO the fees as outlined in the Agreement, or a pro-rata thereof according to law, if You terminate Your subscription, or if the Agreement is terminated by Us for any reason attributable to You (including non or late payment of amounts due) prior to the lapse of two (2) years from the date of signing the Agreement;
- iv. You are liable to reimburse GO the fees as outlined in the Agreement if You upgrade or downgrade from any one of these tariffs to a different access fee than the one applicable at the time of signing of the Agreement. In any such event, You need to sign a new Agreement and may be entitled to benefit from another applicable discount given according to the new Tariff level.
- v. If You are subscribed to these tariffs and You wish to terminate this subscription or downgrade to a Pay As You GO tariff plan, We reserve the right to charge You the applicable charges specified in the Agreement which could be in addition to the minimum term as specified in D above and the fees you are liable to pay if You are benefitting from a discounted device of the Agreement Benefit.

F. Other Terms

1. If You are subscribed to Freedom Beyond, You will be eligible to a 'Smartphone Care' for the smartphone selected as per clause E.2.b above, which entitles You to have your smartphone repaired one-time without any charge or to benefit from a one-time replacement smartphone in cases where the smartphone is declared as having had an out of warranty fault such as; damage to the screen and other faults but excluding liquid damage. For the avoidance of doubt, You are entitled to benefit from one (1) free repair or smartphone replacement for the whole duration of the agreement as specified in E.2.b. Theft or loss of Your smartphone is not covered as part of the Smartphone Care Pack.
2. If You are subscribed to Freedom Beyond, You will also be eligible to "Caller Priority". Upon contacting the GO Customer Care Centre from the contracted mobile number, the Call will be given priority for immediate assistance.