



Home Pack Internet Bundle Summary

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Contract Summary

This contract summary provides the main elements of this service offer as required by EU law. It helps to make a comparison between service offers. Complete information about the service is provided in other documents.

Services and equipment

- The Home Pack Internet Bundle consists of; fixed broadband and fixed telephony service. One can choose to add different add-ons; i.e. download speeds and fixed telephony add-ons
- The subscriber also get free GO unlimited minutes monthly with Home Pack Mobile Community. This allows for free GO calls between the subscriber and three (3) other GO members.
- With this Bundle you are also eligible for a Try and Buy of thirty (30) days.
- Wi-Fi Internet Modem included

Speeds of the internet service and remedies

Included within the Bundle	Home Pack – Turbo	Home Pack – Super ¹	Home Pack – Giga ¹
Fixed Voice Service	Home Talk		
Internet Service (Download Speed / Upload Speed)	100 / 15 Mbps (in fibre areas, otherwise 75 / 15 Mbps)	300 / 30 Mbps	1000 / 60 Mbps

¹ In Fibre areas only

Remedies: We will endeavour to provide you with a consistent and fault-free service, however we acknowledge that this may not always be possible. If you encounter a fault or a problem with our service, you should inform us and we will look into it. If, upon further investigation you are still not satisfied with the outcome, you may contact the Malta Communications Authority (MCA), Valletta Waterfront, Valletta, or in any other office they may hold at the time.

Price

Bundle	Home Pack – Turbo	Home Pack – Super ¹	Home Pack – Giga ¹
Monthly Subscription	€30 per month	€35 per month	€55 per month
24 Month Price Guarantee	€25 per month	€30 per month	€50 per month
Optional Add-Ons			
Home Talk - Limitless All Local Fixed & Mobile	€3.99 per month		
Home Talk - Limitless Fixed calls to EU, USA, Canada, Australia	€7.99 per month		
Internet - Fixed IP Address	€2.32 per month		
Double Upload Speed ¹	€1.99 per month		
Other Fees			
Changes to the Community members	€1.16 per change		
Fixed Voice Installation ²	€75		
Non-Direct Debit Mandate charge per bill issued	€1 per month		
Printed Bill	€2 per bill		
Internet Technician Support	€30 per visit		

¹ Only available in Fibre areas

² Not applicable with a 24 month price guarantee

Duration, renewal and termination

- Available on a 24-month price guarantee agreement or a month-on-month subscription.
- Following the 24-month term the subscriber can decide to terminate or renew the Bundle. The subscriber can also decide to retain any or all the services individually.
- When opting for a 24 month price guarantee, the following early termination penalties apply:

Penalties	
Home Pack Early Termination Fee (1 st Year)	€200
Home Pack Early Termination Fee (2 nd Year)	€100

Features for end-users with disabilities: N/A