



Last Updated: June 2022  
Home Pack Internet Bundle Summary

GO, Fra Diegu Street Marsa, MRS 1501, Malta  
T: 8007 2121  
E: [customercare@go.com.mt](mailto:customercare@go.com.mt)  
W: [www.go.com.mt](http://www.go.com.mt)  
Company Registration No.: C22334  
EXO 413 VAT Registration No.: MT1282-6209

### 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 consist of: fixed broadband and fixed telephony. One can choose to add different add-ons, i.e. download speeds and fixed telephony add-ons.
- The subscriber also gets 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 the subscriber is also eligible for a Try and Buy of thirty (30) days.
- End-users may also switch internet packages as they see fit throughout the duration of their contract without the need to pay early termination fees.

Equipment:

<b>Included Equipment</b>
Wi-Fi Internet Modem

### Speeds of the internet service and remedies

<b>Included within the Bundle</b>	<b>Home Pack – Turbo</b>	<b>Home Pack – Super <sup>1</sup></b>	<b>Home Pack – Giga <sup>1</sup></b>
Fixed Voice Service	Home Talk		
Internet Service (Download Speed / Upload Speed)	100 / 15 Mbps (in fibre areas, otherwise 75 / 15 Mbps)	500 / 50 Mbps	1000 / 60 Mbps

<sup>1</sup> 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

<b>Bundle</b>	<b>Home Pack – Turbo</b>	<b>Home Pack – Super <sup>1</sup></b>	<b>Home Pack – Giga <sup>1</sup></b>
Monthly Subscription	€31 per month	€36 per month	€45.99 per month
Monthly Discount - 24 month subscription	-€5 per month	-€5 per month	-€5 per month
Monthly discount – DDM Payment Method	-€1 per month	-€1 per month	-€1 per month
<b>Optional Add-Ons</b>			
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 <sup>1</sup>	€1.99 per month		
<b>Other Fees</b>			
Changes to the Community members	€1.16 per change		
Fixed Voice Installation <sup>2</sup>	€75		
Printed Bill	€2 per bill		
Internet Technician Support	€30 per visit		

<sup>1</sup> Only available in Fibre areas and not available with Super and Giga

<sup>2</sup> Not applicable with a 24 month subscription

Other fees may apply

## Duration, renewal and termination

- Available on a 24 month subscription 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 subscription, the following early termination penalties apply:

<b>Penalties</b>	
Home Pack Early Termination Fee (1 <sup>st</sup> Year)	€200
Home Pack Early Termination Fee (2 <sup>nd</sup> Year)	€100

Features for end-users with disabilities: N/A