



### **Contract Summary**

This contract summary provides the main elements of this service offer as required by EU law.<sup>1</sup> It helps to make a comparison between service offers. Complete information about the service is provided in other documents.

### **Services**

GO Smart Plans are hybrid mobile telephony plans offered on a subscription basis with a 3-month agreement. The Hybrid plus plans comes bundled with data, minutes and SMS. In line with our fair usage policy, we may limit the volume of data allowance whilst roaming in EU Zone 1. Further information on monthly access fees and allowances is indicated in the 'Price' segment below.

<b>Allowances</b>	
Data	10GB available locally, in EU Zone 1 countries and in the UK (Or 12GB when in a home pack community)
Messaging	Unlimited SMS to all local, EU Zone 1 countries and UK numbers
Voice	Unlimited calls to all GO fixed and mobile numbers & 200 minutes to all other local, EU Zone 1 countries and UK numbers.

### **Speeds of the internet service and remedies**

Mobile data speeds for the GO Smart Plus plan are subject to the type of device and network coverage quality. The mobile network can deliver an approximate maximum download internet speed of 210Mbps and approximate upload speed of 50Mbps when using 4G+ technology. 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>Fees (inc. Vat)</b>	
Standard Monthly Fee	€16.00
Direct Debit Mandate Discount	-€1.00
Mobile data (Applicable upon exceeding data bundle)	€2 per 100MB
Calls to any local and when roaming in Zone 1 EU countries or UK numbers (applicable upon exceeding bundle)	€0.15 per Minute
Calls from Malta to Zone 1 EU countries or UK numbers (applicable upon exceeding bundle)	€0.22 per Minute
SMS from Malta to any local, Zone 1 EU countries or UK numbers (applicable upon exceeding bundle)	Not applicable
<b>Optional add-ons (inc. Vat)</b>	
10GB for 24 hours	€1.00
1000 minutes for 24 hours	€1.00
60 minutes and 60 SMS from Malta to all worldwide numbers (Countries outside Zone 1)	€5.00
GO Securenet (Protect your mobile data on your device)	€0.99 per month (First 3 months are Free)
<b>Other Charges (inc. Vat)</b>	
Printed Bill	€2.00 per bill
Migration to Pay As You GO	€5.00 one-time charge
Late Payment Charges	First penalty due to late payment: €5 Second penalty due to late payment: Maximum allowed by law (8% per annum)

### **Duration, renewal and termination**

This subscription service is on a month-on-month basis and subject to a minimum term of 3-months. A penalty equivalent to 3 months standard monthly fee or the remaining tariff, whichever is the lowest shall apply upon disconnection, early termination or migration during the first year of the agreement.

### **Features for end-users with disabilities**

All plans are compatible with all devices including devices specifically designed for end-users with disabilities. If further help is required, please contact us on 80072121 or else a chat service is available both on our website or on Whatsapp using the following number: +35679707970

<sup>1</sup> Article 102(3) of Directive (EU) 2018/1972 of the European Parliament and of the Council of 11 December 2018 establishing the European Electronic Communications Code (OJ L 321, 17.12.2018, p. 36).