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GO On The Move (OTM) 10GB  
01/08/2022

### 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 and equipment

GO's OTM Plans are post-paid tariffs offered on a subscription basis. End-users may opt for various OTM Plans which come bundled with data ranging from 10GB to 200GB. These plans do not include voice or SMS options. Further information on monthly access fees and allowances is indicated in the 'Price' segment below. The Agreement Benefit may take the form of a discount on device against the purchase of a mobile Wi-Fi/data only device from one of GO's retail outlets or authorised dealers. The amount to be granted as discount on a device is as specified in the device section on Our website.

Allowances	
Data	10GB in Malta and whilst roaming in EU zone 1 countries

#### Speeds of the internet service and remedies

Over 4G+, The mobile network can deliver an approximate maximum download internet speed of 210Mbps and approximate upload speed of 50Mbps. Both these technologies are subject to the device used and network coverage. We will endeavour to provide you with a consistent and fault-free service; however, you 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 investigate it. If, after we have investigated the matter and tried to deal with it 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

Fees (inc. Vat)	
Standard Monthly Fee	€9.99
Other Charges (inc. Vat)	
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: €5.00. Second penalty due to late payment Maximum allowed by law (8% per annum)

#### Duration, renewal and termination

Subscription service available on a 24-month agreement or month-on-month basis with a minimum 3-month term. Opting for a 24-month agreement will make you eligible for mobile Wi-Fi device discount. A penalty shall apply upon disconnection or early termination of the agreement or upon migration to another tariff plan with a lower monthly access fee. The penalty applicable is:

- €200/€100 or the remaining tariff, whichever is the lowest for disconnections, terminations or migrations during the first/second year of the agreement.

#### Features for end-users with disabilities

On the Move devices are compatible with all smart phones with Wi-Fi capabilities 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).