



## GO Freedom Plan Exclusive

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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

GO Freedom Plans are post-paid mobile telephony plans offered on a subscription basis. Subscribers on this plan will receive unlimited local data and 50GB data when roaming in EU Zone 1 with voice and SMS being an optional add-on for an additional fee, should the add-on not be selected calls and SMS will be charged on a pay per use basis. Once selected, these allocations will be renewed and billed for every calendar month. We may limit the volume of data allowance whilst roaming in EU Zone 1 to the equivalent of twice the volume obtained by dividing the overall domestic monthly tariff price, excluding VAT, by the applicable data rate indicated by the Fair Use Policy.

### Speeds of the internet service and remedies

Mobile data speeds for the GO Freedom plans 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 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 look into 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

Data Bundle Allocation	Unlimited Data 50GB when Roaming in EU Zone 1
Standard Data Bundle Price	€61.00
Direct Debit Mandate Discount	-€1.00
24 months Agreement Discount	-€40.01
<b>Optional add-ons</b>	
Unlimited calls and SMS to all local and Zone 1 numbers	+€10.00
60 minutes and 60 SMS from Malta to all worldwide numbers	+€5.00
<b>Additional charges when exceeding monthly allowances</b>	
Mobile Data	€2.36/GB as from 01/07/2022 €2.12/GB as from 01/01/2023 €1.83/GB as from 01/01/2024 €1.53/GB as from 01/01/2025 €1.30/GB as from 01/01/2026 €1.18/GB as from 01/01/2027 For local and Zone 1 roaming
Calls to local numbers and when roaming in Zone 1	€0.25 per Minute
SMS to local and Zone 1 numbers	€0.07 per SMS
<b>Exceptional charges (Other Charges incl. VAT)</b>	
Printed bills	+€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

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 the agreement discount in 1.A. 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.
- Terminate the Unlimited Calls and SMS Add-Ons 1.B. before the lapse of the agreement GO reserves the right to charge a one-time early termination fee of €50.00.
- You can add one or both of the Optional Add-Ons in 1.B. during the agreement period without incurring any penalties or having to restart a new agreement term.

### Features for end-users with disabilities

Not Applicable