



## Plug'n'GO Internet Service

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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

- Description of main characteristics; Fixed wireless mobile internet
- Terminal equipment: SmartHub Modem
- Includes Try and Buy for 30 days

### Speeds of the internet service and remedies

Plug'n'GO Service	
Internet Service (Download Speed / Upload Speed)	Up to 50 / 15 Mbps
400GB Data Usage Cap	400GB
1000GB Data Usage Cap	1000GB

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

Monthly Fees		
	400GB	1000GB
Monthly Subscription	€30.99 per month	€35.99 per month
Monthly discount - 2 year agreement	-€5 per month	-€5 per month
Monthly Discount – DDM Payment Method	-€1 per month	-€1 per month
Other Fees		
Activation Fee <sup>1</sup>	€75	
Printed Bill	2 per bill	
Internet Technician Support	€ 0 per visit	

<sup>1</sup> Not applicable with a 2 year agreement

### Duration, renewal and termination

- Available on a 2 year agreement or month on month basis

- Following the 24-month term the subscriber can decide to terminate or renew the Service. The subscriber can also decide to retain any or all the services individually.

Penalties (Applicable only with a 2 year agreement)	
Early Termination Fee (1 <sup>st</sup> Year)	€150
Early Termination Fee (2 <sup>nd</sup> Year)	€75

Features for end-users with disabilities: N/A