



PLAY JUNIOR TARIFF PLANS TERMS AND CONDITIONS

These terms and conditions were last updated on 16th January 2024.

A. Your Agreement

1. These terms and conditions form an integral part of Your Agreement for the provision of Service with Us, together with the following terms and conditions (together with any other documents referred therein), where applicable:

- The Application Form
- The Special Offer Terms and Conditions
- The Bundled Plan Terms and Conditions
- The Tariff Plan Terms and Conditions and/or Schedule of Charges
- The End User License Agreement (EULA)
- The Product Terms and Conditions
- The General Terms & Conditions
- The GO Secure Net Terms and Conditions
- The GO Easy Buy Terms and Conditions

2. The Tariff applicable to Your Agreement is specified in the Application Form or through other means by which you have applied for the Service. We reserve the right to stop, suspend, amend or otherwise alter this Tariff Plan, the applicable charges and any benefits derived through it, as well as these and any other terms and conditions, in accordance with applicable laws.

B. The Tariff

- The Play Junior Tariff Plan (the 'Tariff') is a Hybrid Pay Monthly mobile service provided by Us, applicable to anyone aged 6 to 15 years old ("Junior"). You subscribe to this Tariff by signing an Agreement with Us on behalf of the Junior.
- This Tariff is regulated by these terms and conditions. By subscribing to this Tariff You are agreeing to all of the terms and conditions found in the Agreement, as listed in Clause A.1, and agree to be bound by them on behalf of the Junior. If You do not agree to any of these terms and conditions, You should not subscribe to this Tariff.
- This Tariff is effective as from 27th September 2023.
- The Tariff consists of the following:

| Tariff Plan | Smart Plus |
|----------------------------------|------------|
| a. Standard Monthly Free | €16 |
| b. Play Junior Discount | -€5.01 |
| c. Direct Debit Mandate Discount | -€1 |

| Monthly Bundles | |
|--|-------------------------|
| d. Calls to GO numbers (fixed & mobile) in Malta | Unlimited |
| e. Calls to other EU Zone 1 numbers in Malta and to all Local & EU Zone 1 numbers while roaming in EU Zone 1 | 200 minutes |
| f. SMS to any Local and EU Zone 1 numbers in Malta and to all Local and EU zone 1 numbers while roaming in EU Zone 1 | Unlimited |
| g. Local and EU Zone 1 mobile data | 10GB at up to 5G speeds |
| h. Home Pack Community free Local and EU Zone 1 mobile data | 2GB at up to 5G speeds |

| Additional benefits | |
|---|--|
| i. GO Secure Net with Parental Controls | |
| j. Unlimited Calls to five (5) preferred local mobile numbers | |

| Local and EU Zone 1 Roaming Charges Outside the Bundle | |
|--|---|
| k. Calls to any local and EU Zone 1 numbers when roaming in EU Zone 1 after bundle B.4.e is exhausted. | €0.15 per minute |
| l. Calls from Malta to EU Zone 1 numbers after bundle B.4.e is exhausted. | €0.22 per minute |
| m. SMS to Maltese numbers in Malta and Maltese & EU Zone 1 mobile numbers whilst roaming in EU Zone 1 | Not Applicable |
| n. Local and EU Zone 1 mobile data after bundle B.4.g and B.4.h (where applicable) is exhausted | €2 per 100MB up to €50. €0.10/MB thereafter |

| Other Charges | |
|-------------------------------|--|
| o. Printed Bill | €2 |
| p. Termination Fee | Three (3) months' Standard Monthly Fee or pro-rata thereof |
| q. Migration to Pay As You GO | €11.65 |
| r. Late Payment Charges | First penalty due to late payment: €5 Second penalty due to late payment: Maximum allowed by law (8% per annum) |

C. Explanation of Charges

1. Unless otherwise stated, all charges and discounts quoted in this Tariff are inclusive of VAT and exclusive of Excise Tax.

2. Monthly Fee:

- The monthly fee is paid in advance. For the first month, it will be charged on a pro-rata basis and included in the following month's bill.

3. Monthly Bundles:

- For the first month, the bundles specified in clauses B.4.d to B.4.g will be allocated on a pro-rata basis.
- You or the Junior can join or activate a Home Pack Community (Community) when You are subscribed to this Tariff. If You do so, You will benefit from the free mobile data specified in B.4.h. This mobile data bundle will be allocated on a pro-rata basis upon joining or activating the community.
- At the start of the month, the bundles specified in clauses B.4.d to B.4.h are reset and any unutilised balance in the previous month's bundles is lost.
- You or the Junior may query the remaining balance in the monthly bundles specified by sending a blank SMS to 16415 free of charge. The information will be received through an SMS.
- This Tariff also includes a pre-paid account which may be topped up over and above the monthly bundles. You or the Junior may query the remaining balance of your pre-paid account through My GO app or a blank SMS to 16415.
- The maximum credit that there may be in the pre-paid account is €280.00. If this amount is reached or exceeded, We reserve the right to prevent further top-ups to the Junior's account until such time as the balance is reduced to below this amount.
- Chargeable calls & SMS to 800 range freephone numbers and tariff type 'B' and 'C' short codes will be deducted from this bundle. Calls & SMS to the '5' premium-rate range will be charged separately and will be deducted from your credit
- All International Activity and Roaming outside EU zone 1 is charged at the international rates and roaming rates found on Our Website. The cost of these activities will be deducted from the pre-paid credit.

4. Other Charges:

- This Tariff is by default an e-billing tariff. This means that You will receive Your bill through electronic means by using Our e-billing functionality available through Our website and or the MY GO app. You agree to register for this functionality and to supply Us with a valid e-mail address where We may notify You when Your bill is available as well as to send You other relevant information. Should the email address You provided become inactive or invalid, and the emails We send to this email bounce back, We retain the right to change your billing option to Printed Bill and You will be charged the relative charges as per clause B.4.o above.
 - End-users may inquire information about registered subscribers by placing calls to directory enquiry services '1182' for local fixed lines and mobile networks or '1152' for overseas numbers. Calls made towards these directory enquiry services will be subject to additional calling charges above the standard rate. For further details, kindly refer to our terms and conditions regarding directory enquiry services and online phone directory found here: <https://www.go.com.mt/terms-and-conditions/directory-enquiry-services-and-online-phone-directory/>
 - Direct Debit Mandate (DDM) is the default payment method for this Tariff Plan. If you do not choose DDM as your method of payment, or should this become inoperative throughout the period of the Agreement, You will not be eligible to benefit from the monthly discount indicated in clause B.4.c. .
5. Other Tariff Information:
- Subscribers may view a copy of their detailed report on usage by obtaining an affidavit and visiting a GO Outlet.
 - To register the five (5) preferred local mobile numbers, You or the Junior need to send an SMS to 16419 containing the mobile number/s that You or the Junior wish to register.
 - If You or the Junior want to change a mobile number, You or the Junior need to send an SMS containing R XXXXXXXX (where XXXXXXXX is the mobile number to be removed) to 16419. After receiving a successful confirmation SMS, another mobile number can be applied for.
 - If You or the Junior want to add a mobile number, You or the Junior need to send an SMS containing A XXXXXXXX (where XXXXXXXX is the mobile number to be added) to 16419. After receiving a successful confirmation SMS, You or the Junior can start benefitting from the free rewards. The free Benefits will be available only after an eligible top-up is completed.
 - If You or the Junior want to receive a list of the registered preferred mobile numbers, You or the Junior need to send an SMS containing L to 16419. An SMS will be sent by Us listing all the mobile numbers selected by the customer.
 - The first selection of the five (5) mobile numbers is free, subsequent changes cost €2 each.

D. Eligibility & Minimum Term

- To subscribe to the Tariff and be eligible for the Play Junior Discount, You must be a parent or legal guardian of the Junior and You must visit any GO Retail Outlet or GO Exclusive Reseller and present valid identification proof that the Junior is from 6 to 15 years old as well as any other documentation that may be requested by Us, including proof of parental control over the Junior.
- By subscribing to this Tariff, You declare to be the parent/legal guardian of the Junior and that you are vested with the Junior's care and custody. You understand that when You sign up for this Tariff, You shall be responsible for the Junior's adherence or non-adherence of all applicable terms and conditions. A Service User (Junior) may only benefit from one Play Junior Tariff Plan. The Play Junior Discount indicated in clause B.4.b is valid for 24 months from the activation of this Tariff.
- By subscribing to this Tariff, you also understand and consent to the fact that We will be processing the personal data, both Yours as well as that of the Junior in accordance with the General Terms and Conditions and Our [Privacy Policy](#). In particular, we will be processing the usage data for billing purposes, to address any faults in the Service and in order to adhere to our legal obligations. In this respect, unless otherwise allowed or requested to retain for longer periods by law or a court/regulatory order, to the extent applicable, data in connection with internet usage is retained for a period of six months and call/sms usage data is retained for a period of one year. Furthermore, bills are retained for a period of 10 years after termination of the Agreement. Without prejudice to the hereabove mentioned retention periods, we retain the right to retain data necessary for the successful prosecution of any legal action in connection with the recovery of any amounts due to Us by You in connection with the Service.
- Following the expiry of the 24 month Play Junior Discount, provided the Junior is still eligible for

the Tariff. You must enter into a new Agreement in order to continue benefiting from it. Failure to do so will result in an additional €5.01 (B.4.b.) charge on Your monthly bill. This Tariff has either a minimum term of (a) three (3) months in the case of rolling month-on-month agreements or (b) of 24 months in the case of 2 Year Agreements linked to an Easy Buy Plan.

5. In the case of rolling month-on-month agreements, if You terminate during the minimum term, You will be billed an early termination fee equivalent to three (3) months' Standard Monthly Fee or pro-rata thereof. This applies also if You downgrade Your Service before the minimum term expires. Following the expiry of the minimum term, You may terminate the Agreement at any time without incurring any penalties, subject that unless You otherwise notify us, either in writing or by visiting one of our main outlets, you shall remain subscribed to the Tariff.
6. In the case of a 2 Year Agreement, should this agreement terminate before the minimum 24 months by You or by Us, you shall be required to pay the outstanding balance for the GO Easy Buy Plan in full upon notification of termination and You bind yourself to pay such outstanding balance in full.

E. SecureNet

1. This Tariff comes with GO SecureNet built-in and by taking this product You also agree with GO SecureNet's terms and conditions as listed in GO's website.
2. You also agree that GO SecureNet and its parental controls cannot be managed, switched off or paused with this Tariff Plan.

F. Other Important Terms and Conditions

1. You hereby authorise Us to carry out any necessary verification for the purposes of ensuring compliance with these conditions, however, it shall remain Your obligation to duly notify Us of any such circumstance.