GO Smart Unlimited top-up plan
05/02/2026

GO p.l.c., GO, Tarxien Road, Zejtun ZTN 3000, Malta
T: 8007 2121
E: customercare@go.com.mt
W: www.go.com.mt
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.[1] It helps to make a comparison between service offers. Complete information about the service is provided in other documents.

Services and equipment

Allowances	
Data	Unlimited Local Data, 28GB Roaming in EU Zone 1 & UK
Messaging	None
Voice	None

Speeds of the internet service and remedies

The mobile data speeds for this plan depends on your device and network coverage. With 5G, you can get up to 1024Mbps download and 100Mbps upload. While we strive for quality service, issues may arise. If you experience problems, please notify us, and we will investigate. If you remain unsatisfied, you may contact the Malta Communications Authority at their offices which can be found at the following address: Valletta Waterfront, Pinto Wharf, Floriana. Valletta.

Price

Fees (Inc. VAT – exc. Excise Tax)	
Standard 28 Day Fee	€15.99
Outside Allowances rates (inc. VAT – exc. Excise Tax)	
Mobile data in Malta	N/A
Mobile data when roaming in EU Zone 1	€1.18 per GB
Calls to any local and when roaming in Zone 1 EU countries or UK numbers.	€0.25 per minute
Calls from Malta to Zone 1 EU Countries or UK numbers	€0.22 per minute
SMS to all Local numbers when in Malta & Local, EU, Zone 1 & UK numbers when roaming in EU Zone 1, & UK	€0.10 per SMS
SMS to any EU Zone 1 & UK numbers from Malta	€0.07 per SMS
Option add-ons (inc. VAT – exc. Excise Tax)	
10GB in Malta (+2GB in Zone 1) for 24 hours	€1.00
1000 minutes for 24hours Local and Zone 1	€1.00
Weekend Boom – 10GB & 1000 minutes only available on Sat and Sun, valid for 7 days	€3.00
~~Talk More – 60 minutes & 60 SMS to/ from Malta & Zone 1 EU, Valid for 28 days.~~	~~€2.99~~

Duration, renewal and termination

Subscription service available on a 28-day auto-recurring basis. No penalty applies upon disconnection or early termination of the subscription or upon migration to another tariff plan with a lower monthly access fee.

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.

[1] 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).

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SMART Unlimited, Unlimited+ TERMS AND CONDITIONS

These terms and conditions were last updated on 5th February 2026.

A. Your Agreement

1. These terms and conditions are for a tariff plan and should be read in conjunction with the General terms and conditions and the Product terms and conditions. In the event of any conflict between these terms and conditions, the following terms and conditions shall prevail. These terms and conditions form an integral part of Your Agreement for the provision of the Service with Us.
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, the applicable charges and any benefits derived through it, as well as these terms and conditions, in accordance with applicable laws

B. The Tariff

1. The 'Smart Unlimited' & 'Smart Unlimited+' Tariffs (the 'Tariffs') are Pay As You GO mobile tariff plans provided by Us.
2. You subscribe to these Tariffs by sending an SMS (free of charge) as specified in clause B.6.g or from the GO App.
3. By subscribing to these Tariffs You are agreeing to all of the terms and conditions found in the Agreement. If you do not agree to any of these terms, You should not subscribe to any of these Tariffs.
4. These Tariffs are effective as from 21st March 2024.
5. You must pay the fee indicated in clause B.6.a to enjoy the benefits listed in clause B.6.b to B.6.f.
6. The Tariffs consist of the following:

	Tariff Plan	SMART UNLIMITED	SMART UNLIMITED+
a.	Price	€15.99	€18.99
b.	Standard data bundle allocation available locally, while roaming EU Zone 1 & UK	Unlimited local data, 28GB Roaming	Unlimited Local Data, 33GB Roaming
c.	Calls to local & EU Zone 1 & UK in Malta and while roaming EU Zone 1 & UK	0 Mins	60 Mins
d.	Calls to Home pack community members (available locally)	Unlimited	Unlimited
e.	SMS to local and EU Zone 1 & UK numbers in Malta and whole roaming in EU Zone 1 & UK	0 SMS	60 SMS
f.	Validity	28 Days	28 Days

	Subscription	SMART UNLIMITED	SMART UNLIMITED+
g.	Via SMS	Send U to 16410	Send P to 16410

	Deactivation	SMART UNLIMITED	SMART UNLIMITED+
h.	Via SMS	Send STOP U to 16410	Send STOP P to 16410

	Optional Add-ons	Price
i.	10GB in Malta (+2GB in Zone 1) for 24 hours	€1
	1000 minutes for 24 hours Local and Zone 1	€1
	Weekend Boom - 10GB & 1000 minutes only available on Sat and Sun, valid for 7 days	€3
	~~Talk More: 60 minutes and SMS to/ from Malta, EU Zone 1 & UK valid 28 days~~	~~€2.99~~

	Additional Charges when exceeding allowanced	Price
j.	Local mobile data after data units in B.6.b are exhausted	N/A
k.	Roaming EU Zone 1 & UK mobile data after the data units in B.6.b are exhausted	€1.18/GB
l.	Calls to all Local numbers after the minutes in B.6.c are exhausted	€0.25/Minute
m.	Calls to Zone 1, EU & UK numbers after the minutes B.6.c are exhausted	€0.22/Minute
n.	SMS to all Local numbers when in Malta & Local, EU, Zone 1 & UK numbers when roaming in EU Zone 1, & UK after the SMS units in B.6.e are exhausted	€0.10/SMS
o.	SMS to EU Zone 1 & UK numbers from Malta after the SMS units in B.6.e are exhausted	€0.07/SMS

C. Explanation of Charges

1. Unless otherwise stated, all charges quoted in these Tariffs are inclusive of VAT and exclusive of Excise Tax.
2. Charging for Tariffs:
   a. The fee stipulated in clause B.6.a is payable upon subscription to the Tariffs, that is upon sending the applicable code or when choosing the respective Tariff from the GO App as per clause B.2
   b. Upon subscribing to the Tariffs as specified in clause C.2.a, verification will be made by Us as to whether there is sufficient credit on Your Pay As You GO SIM Card or through your bank if you opt for our Card Linked Bundle Payment method for the Tariff to be assigned. If not, you will receive a message from us and the Tariff will not be assigned, in which case the standard pay-per-use rates of Your main tariff will continue to apply.
   c. Further to C.2.b, should you opt for the Card Linked Bundle Payment method or enough credit be available for the Tariff to be assigned, You should still await the SMS confirmation from Our end that the Tariff has actually been assigned before making any usage. Any usage done before You receive such confirmation from Us will be rated at the standard pay-per-use rates applicable on Your main tariff plan.
   d. The Tariffs will be automatically renewed every 4 weeks (or 28 days), assuming there is sufficient credit on Your Pay As You GO SIM Card or funds in your bank account if you opt for the Card Linked Bundle Payment method. If there is insufficient credit available upon renewal, the renewal process will remain active for 90 days. If you are subscribed to the bundle using our Top-up payment method, upon topping-up during these 90 days, the applicable fee shall automatically be deducted from the available credit and the Tariff will be renewed. Should You not wish the auto-renewal to take place, You should send the phrase specified in clause B.6.h to 16410 (free of charge) at any time before the expiry date. This will stop the Tariff from automatically renewing upon expiry.
   e. Once the benefits included in the Tariff are consumed, the applicable pay-per-use rates until the expiry of the Tariff's validity period, shall be those mentioned in clause B.6.j to B.6.o for both local and roaming usage whilst in Zone 1 countries.
   f. The voice calls in B.6.c are charged on a per minute basis.
   g. If You have sufficient credit to do so in accordance with clause C.2.i and keep on using Your mobile data beyond the data units included in Your Tariff as specified in B.6.bany roaming usage will be charged at 1KB increments at the rate specified per clause B.6.k.
   h. Further to the pay-per-use charge for data as stipulated in B.6.k, is only applicable during the validity period of the Tariff. Should for any reason, the Tariff no longer be renewed, the applicable pay-per-use rate will change to 10c/MB, until such time the Tariff is renewed or re-applied for.
   i. Unless You have enough credit for Us to charge the applicable pay-per-use rate for local data usage as stipulated in B.6.k in Your Pay As You GO account, You are unable to continue using data on Your Smartphone or other device. You will be required to top-up Your mobile credit to use data.
   j. Should the Tariff not auto-renew for any reason, the applicable Zone 1 roaming charges will be those applicable to the standard Pay As You Go tariffs and as indicated on Our website.
   k. All charges listed in clause B are also applicable while roaming in Zone 1 countries, unless otherwise stated. You should refer to the list of Zone 1 countries in the relevant section on roaming on Our website. The standard roaming rates apply for roaming outside Zone 1. All rates are specified in Our website.

D. Explanation Of Benefits Included

You can join a Home Pack Community when You are subscribed to these Tariffs. If You do so, You will be entitled to benefit from:

a. The additional Home Pack Community minutes stated in clause B.6.d.

b. The minutes specified in B.6.c are decremented on a per minute basis, both locally and whilst roaming in Zone 1 countries.
c. The data units included in the Tariff and the free additional Home Pack Community mobile data are decremented on a per KB basis, both locally and whilst roaming in the Zone 1 countries.
d. Once the Tariff is auto-renewed or purchased, any remaining balances of minutes and SMS included in the Tariff are lost.
e. Any data units still available from B.8.b will be reset upon auto-renewal of Tariff and any remaining data units will be lost.
f. You may query the remaining balances of the benefits included in the Tariff by sending a blank SMS to 16415 free of charge. You will receive the information through an SMS.
g. Chargeable calls to 800 range freephone numbers and tariff type 'B' and 'C' short codes will be deducted from this bundle. Calls to the '5' premium-rate range will be charged separately and will be deducted from your credit.

E. Interaction with Similar Plans or offers

1. Once You successfully subscribe to either of the Tariffs, You acknowledge that:
   a. The benefits included in the Tariff and the applicable pay-per-use charges will have priority over any other Super Top Up benefit previously assigned.
   b. Your registration to a Super Top-Up will be automatically cancelled once the Tariff is successfully assigned. This implies that Your next top-up of €10 or more will not automatically re-assign any Super Top-Up benefits to the Tariff.
   c. Should You wish to benefit again from any Super Top-Up made available by Us at the time, You will have to apply a-new for the selected top-up benefits. You also acknowledge that upon successful registration to a Super Top-Up You will automatically be unsubscribed from the Tariff. This implies that the Tariff will not auto-renew upon expiry.
   d. Further to E.1.c above, You also acknowledge that should You reapply to a SuperTop-Up benefit whilst still benefitting from the Tariff, the benefits included in the Tariff and the applicable pay-per-use charges will have priority over any other Super Top Up benefit until the expiry date of the Tariff.
   e. Should You wish to renew Your Tariff before the expiry period, all benefits included are reassigned in full and another 4 week validity period will apply accordingly. For the avoidance of doubt this implies that any remaining unused benefits will be lost. .
2. In the event that You continue benefitting from the Tariff beyond such time when You were no longer entitled thereto, You hereby warrant and bind Yourself to pay Us the amounts due.

F. Add-Ons

1. We may make various add-ons available with this Tariff. All such add-ons are clearly indicated on Our Website.
2. Should You decide to opt for an add-on on top of Your Tariff, then You acknowledge that in conjunction with these terms and conditions, the terms and conditions for the selected add-on/s shall also apply.
3. ~~The above Tariffs are not compatible with the hereunder listed add-ons:~~
   a. ~~GO Text, Talk or Data~~
   b. ~~TLK - Value Pack~~
   c. ~~Speak Easy~~
   d. ~~Smart Start, Talk or Data~~
   e. ~~Smart and Smart Weekly~~

G. Other Details

1. To protect you from excessive pay-per-use data expenses while roaming, your tariff plan has 2 data limits of Eur59 (incl. VAT) each. Unless you've informed us otherwise, once you reached 80% of your consumption, you will be notified and asked whether you would like to stop your consumption at €59 or else continue performing your data session until you reach another €59 limit by sending an SMS with the word 'OPTOUT' to 50700295. To make sure that future roaming data usage would be capped again at €59 you should send an SMS with the word 'OPTIN' to 50700295 at Your discretion.
2. These Tariffs are designed for customers habitually residing in Malta with occasional travel, and are not intended for permanent roaming. More detail of Our Zone 1 roaming fair usage policy can be found in the Product terms and conditions.
3. End-users may inquire information about registered subscribers by placing calls to premium numbers '1182' for local fixed lines and mobile networks or '1152' for overseas numbers. Calls made towards these premium numbers 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/