



BUSINESS TALK TERMS AND CONDITIONS

These terms and conditions were last updated on 1st November 2024

A. Your Agreement

- These terms and conditions form an integral part of Your Agreement for the provision of the Service with Us, together with the following terms (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 and Conditions
- If any of these documents conflict with one another, the terms will apply in the order of precedence set out above.
- The tariff applicable to your agreement is specified in the application form. 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.

	Calls to International Numbers	Charge
e.	Using 1021	As specified on Our website
f.	Using Direct Dialling	€0.03,5/minute + the charges as specified on Our website

B. Definitions

- 'Business' means that the Premises where the Service is installed is not used wholly for Residential purposes.
- 'Residential' means that the Premises where the Service is installed are used wholly:
 - For residential purposes;
 - As non-governmental organisational Premises, if We decide in Our sole discretion to allow the said non-governmental organisations to benefit from a Residential Plan.

Business Talk Fixed

	Monthly Fee	Charge	Applicability
a.	Standard	€25.00	Monthly

C. The Tariff

- The Business Talk (the 'Tariff') is a Business fixed voice post-paid Service provided by Us. You subscribe to these Tariff by signing an Agreement with Us.
- The Tariff is regulated by its terms and conditions. By subscribing to this Tariff 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 this Tariff.
- The Tariff consists of the following Plans:

Business Talk

	Monthly Fee	Charge	Applicability
a.	Standard	€16.50	Monthly

	Monthly Bundle	Bundles Size	Charging Unit
b.	Calls to any local fixed network	Unlimited	-

	Monthly Bundle	Bundles Size	Charging Unit
b.	n/a	n/a	n/a

	Charges Outside the Bundle	Charge	Charging Unit
c.	Calls to local fixed numbers	Free	-
d.	Calls to local mobile numbers	€0.190/minute	Per 30sec

	Charges Outside the Bundle	Charge	Charging Unit
c.	Calls to local fixed numbers	Peak €13,7 /5 minutes*	Per 5 Minutes
d.	Calls to local mobile numbers	€0.288/minute	Per 15 seconds

	Calls to International Numbers	Charge
e.	Using 1021	As specified on Our website
f.	Using Direct Dialling	€0.03,5/minute + the charges as specified on Our website

* Peak rates apply from 8am to 6pm Mon-Friday. Off-Peak rates apply 6am-8am Mon-Fri and 6am-6pm Sat-Sun at a rate of € 0.137 per 10min. Night-time rates apply Mon-Sun 6pm-6am at a rate of €0.137 per 30min.



Business Talk Any

	Monthly Fee	Charge	Applicability
a.	Standard	€40.00	Monthly

	Monthly Bundle	Bundles Size	Charging Unit
b.	Calls to any local network	Unlimited	-

	Charges Outside the Bundle	Charge	Charging Unit
c.	Calls to local fixed numbers	Free	-
d.	Calls to local mobile numbers	Free	-

	Calls to International Numbers	Charge
e.	Using 1021	As specified on Our website
f.	Using Direct Dialling	€0.03,5/minute + the charges as specified on Our website

D. Explanation of Charges

- Unless otherwise stated, all charges quoted in this Tariff are inclusive of VAT.
- Monthly Bundle/s:
 - The free minutes specified under any Tariff Plan in clause C.3.b are reset at the start of every month. Any unused minutes left at the end of the month will be lost.
- Calls to International Numbers:
 - The rates for calls to non-local numbers are available on Our website. You may also request a printed copy from one of Our retail outlets.
- These services carry a one-time installation charge of EUR 109.95. Other applicable charges are as specified in the Schedule of Charges.
- You may be required to pay additional charges if You opt for specific billing or payment methods. Further details are available in the Schedule of Charges.
- Chargeable calls to 800 range free phone 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 included in Your bill.

E. Minimum Term

- The Tariff Plans carrying a bundle, namely Business Talk Fixed and Business Talk Any, have a minimum term of **twenty-four (24) months**. The Tariff Plan without a bundle, namely Business Talk, has a minimum term of **one (1) month**.
- The minimum term shall come into force on the date that the Service is installed.
- If You terminate the Agreement or any of the Services specified in clause C.3 which carries a bundle, during the minimum term, You will be charged a**

penalty of two hundred euro (€200) or pro-rata rate equivalent to the remaining duration of the contract. This applies also if We terminate Your Agreement for a reason directly attributable to You.

F. Other Important Terms

- This Tariff is applicable per line, not per account. You should indicate in the Application Form on which fixed voice numbers You wish to activate any of these Tariff plans.
- End-users may inquire information about registered subscribers by placing calls to directory inquiry services 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/>

Other Related Terms and Conditions

The above Terms and Conditions must be read together with the following:

- General T&Cs
- Fixed Voice Product T&C - Business
- Business Fixed Voice Schedule of Charges
- International Call Charges
- If benefitting from Special Offers, any relevant special offer terms and conditions applicable.