



GO TV – Prepaid Terms and Conditions

These terms and conditions were last updated in January 2025.

A. Your Agreement

1. These terms and conditions, together with the Application Form and/or Service Order Form, form an integral part of Your Agreement for the provision of the Service with Us.
2. This Agreement constitutes Your entire agreement for the provision of the Service specified in the Application Form and/or Service Order Form and comes into force from the date on which it is accepted by Us. Any applicable minimum term starts from the date We provision the Service.
3. When We refer to a party in this Agreement We are referring to that party and/or its successors in title and/or its assignees.
4. These terms and conditions are available on Our website. If You do not have access to the internet, You may request a copy from one of Our retail outlets.

B. Definitions

1. 'Agreement' shall mean the contract You have entered into with Us for the provision of the Service.
2. 'Application' shall mean Your application to use Our Service via the Application Form or Service Order Form.
3. 'Application Form' means the order form by which You requested the Service, or any amendments to it, online via the GO website and/or GO App. Throughout this Agreement, it may also be referred to as the Service Order Form.
4. 'Application Program' means the digital application, commonly referred to as an 'app', which You must download to access the Service.
5. 'Billing Data' means data relating to the charges for Your consumption of Our services which have been paid for or otherwise. It may contain Personal Data.
6. 'Content' includes, but is not limited to, any audio, visual, and/or interactive content, contained in the Service.
7. 'Data Controller' means the natural or legal person, public authority, agency or other body which, alone or jointly with others, determines the purposes and means of the processing of personal data;
8. 'Data subject' means an identifiable natural person who can be identified, directly or indirectly, by reference to an identifier such as a name, an identification number, location data, an online identifier or to one or more factors specific to the physical, physiological, genetic, mental, economic, cultural or social identity of that natural person;
9. 'Device' means Your mobile device, tablet or other capable equipment on which You may download the Service;
10. 'Electronic Programme Guide' (EPG) means the service available through the TV interface that allows You to consult the programming information relating to the channels available in the Packages.
11. 'Equipment' means any piece of equipment, cables, wiring and/or other instruments that We may need to provide, lease and/or approve for the installation and/or connection to Our Network.
12. 'Interactive TV' means the television service that is delivered over broadband.
13. 'Interactive Services' means features that are made available with Interactive TV and are delivered over a broadband network.
14. 'Network' means the infrastructure We use to provide You with the Service.
15. 'Package/s' means a set of television channels and/or Programming that We make available with the Service.
16. 'Programming' or 'Programme' means Content provided by Us or Our third-party licensors, providers or suppliers and provided as part of the Service and/or Package, including, without limitation, images, photographs, animations, video programming, information services, audio, music and text, irrespective of the manner or format in which such Content is delivered.
17. 'Personal Data' means any data which relates to natural persons that can be identified by means of this data and includes name, identification number, location data or any online identifier.
18. 'Personal data breach' means a breach of security leading to the accidental or unlawful destruction, loss, alteration, unauthorised disclosure of, or access to, personal data transmitted, stored or otherwise processed;
19. 'Premises' refers to the address specified in Your Application Form and/or Agreement. Your Premises must be within the Territory for the duration of Your Agreement.
20. 'Processing' means any operation or set of operations which is performed on personal data or on sets of personal data, whether or not by automated means, such as collection, recording, organisation, structuring, storage, adaptation or alteration, retrieval, consultation, use, disclosure by transmission, dissemination or otherwise making available, alignment or combination, restriction, erasure or destruction;

21. 'Processor' means a natural or legal person, public authority, agency or other body which processes personal data on behalf of the Data Controller;
22. 'Provision' means that from Our systems We make the Service available to You;
23. 'Registered Device' means Your Device on which the Service has been successfully installed;
24. 'Roaming' means the connection of a GO SIM Card to a non-GO Network;
25. 'Service' means the service indicated in the Application Form and/or Service Order Form and/or Agreement;
26. 'Service Order Form' means that part of Your Agreement which specifies details in relation to the provision of the Service by Us to You and which has been accepted and signed by You if You applied for the Service or any amendments to this Agreement at any one of Our outlets;
27. 'Stream' means the process of delivering or obtaining multimedia from Us onto a Registered Device as part of the Service to users occupying the same Premises.
28. 'Territory' means the Republic of Malta.
29. 'Third party' means, for the purposes of data protection, a natural or legal person, public authority, agency or body other than the data subject, controller, processor and persons who, under the direct authority of the controller or processor, are authorised to process personal data;
30. 'Third Party Equipment' means any compatible equipment not provided by Us for You to benefit from the Service;
31. 'Us', 'We', 'Our', except where otherwise defined, means GO p.l.c., its group companies, any successor in business or assignee and where applicable, includes any director, official, employee or agent of GO p.l.c.
32. 'User' means any person accessing, viewing and/or making use of the Service, whether with Your knowledge and consent or not.
33. 'You', 'Your' means any natural or legal person and includes a company, partnership, joint venture, association, corporation, Government Agency, regulatory body, or any other public or private body whether corporate or incorporate indicated as the subscriber or customer in the Application Form and/or Service Order Form and/or Agreement.

C. Eligibility

1. We will be able to process Your Application if You provide Us with all requested information and data at the point of application, or when We request it if We find that We reasonably need additional information or data from You. Such information may include verification that You are eighteen years or over and reside in Malta.
2. You must be at least 18 years old, to subscribe to the GO TV Service. Minors may only use the Service under the supervision of an adult.

D. The Service

1. Your Service starts on the date We Provision it.
2. In order for You to make use of the Service, there should be a suitable broadband or Wi-Fi internet access. You must ensure that all Devices are used with a suitable internet connection. This can be Our broadband network or another operator's broadband network.
3. We will provide You with access to the Service as specified in Your Application Form and/or Service Order Form. We will provide You with, amongst other things:
 - a. Access to all the channels that form part of the Package/s;
 - b. An EPG function that allows You to consult the Programming data of the Content available on the Service. You acknowledge that the EPG is provided by the Content providers and that We have no control over its availability or accuracy. You agree that We are not responsible for errors and omissions in this function.
4. Your Service includes Interactive Services. The details on the Interactive Services available to You can be found on Our Website: www.go.com.mt. Some Interactive Services are dependent on the EPG.

E. Accessing the Service:

1. The Service is available to You by accessing Our TV Application Program that You must download on one of the following when connected to a broadband Network:
 - a. Your Device;
 - b. Third Party Equipment.
2. You will be responsible for any charges incurred for the use of the mobile internet/Wi-Fi internet access when using the Service. We shall not be held responsible, nor shall You be entitled to any refund or compensation for any disruption of Our diminished quality in the Service due to issues related with Your internet connectivity.
3. We are not responsible for any Third Party Equipment, and do not warrant their performance, nor do guarantee that the Devices will be compatible with the Service. Furthermore, Registered Devices might not remain compatible with the Service as a result of software updates. In the event that You have any issues with a Device, You shall refer any query to the entity which provided it to You or which manufactures, sells, distributes or operates the Device.
4. The Service can be accessed on an unlimited number of Registered Devices; however, only one (1) Stream can be active at any point in time, regardless of the number of Devices registered.
5. You may be provided with passwords, security codes, usernames and any other such matters that regulate access to the Service. It is Your responsibility to keep them safe and not disclose them to third parties.
6. You are responsible for all activity that occurs through Your Service. By allowing others to access Your account, including access to information such as viewing activity, You agree that these individuals are acting on Your behalf and that You are bound by any changes they may make to the account, including but not limited to changes to the Service.
7. To maintain control of Your account and prevent unauthorized access, You should secure the Devices used to access the Service and avoid sharing Your password or payment method details with anyone. You are required to provide and maintain accurate account information, including a valid email address, so We can send Service-related notices.
8. We reserve the right to terminate or place Your Service on hold to protect You, us, or Our partners from identity theft, fraud, or other unauthorized activities.
9. If the Service has not been used for a period of ninety (90) consecutive days You may need to re-enter Your log-in details.
10. The rights to the usage of the Service and the Content transmitted thereon are limited to people registered on a local address. Furthermore, the use of Service is limited to the Territory of Malta and when temporarily present in other European Member States. No use of the Service can be made outside of the Territory of Malta and other European Member States.

F. Content and Features of the Service

1. We reserve the right to change without notice the Programming, Content, Package and/or any Interactive Service, including the channel line-up included in any Package:
 - a. Due to circumstances beyond Our control, such as decisions of Programme providers, technical difficulties, or any unforeseeable circumstances;
 - b. As a consequence of the suspension or termination of an Agreement that We may have with any particular channel or Programme provider;
 - c. To temporarily or permanently improve or upgrade the Service.
 - d. You are not entitled to any compensation or refund in relation to any such changes but You may have other rights as stated in this Agreement.
2. You cannot choose individual channels from within any Package unless specifically stated in the Agreement.
3. You understand that if You access the Service through Our Application Program and/or Third Party Broadband and/or Equipment, including Chromecast, the Content (including, but not limited to, language) may vary.
4. We reserve the right to, from time to time:
 - a. Advise You of additional Application Programmes (or 'apps'), features or functionality which are available on Your Service. If You choose to add them to Your Service, the applicable charge/s, if any, will apply;
 - b. Stop offering a feature or functionality free of charge. In such cases, We will notify You and You may continue to receive this feature or functionality by paying the respective charge/s.
5. Wherever reasonably possible, We will do Our best to notify You in advance of any interruption, suspension or termination of Service in accordance with clause P.1.

G. Your Obligations while Using the Service:

1. You shall be responsible for the use of the Service at all times, including if third parties make use of it whether with or without Your consent. You should use the Service in the way it was intended, legally and in conformity with all regulations and inform Us if You become aware of any breaches.
2. You should ensure that no inappropriate use of the Service is made and/or any inappropriate Content is viewed by minor children. You are responsible to take measures to restrict access to any objectionable or illegal Content.
3. You understand that, like any similar electronic communications Network, any information transmitted over Our Service may be retrieved by third parties. You need to ensure that You take all necessary measures to keep the transmission of any information accessed over Our Service safe.
4. Whenever You connect to third party Services/Network, You may be exposing Your Service, Equipment or Your Devices to online threats such as malicious

software, viruses or hacking. You are responsible to ensure that You install and update adequate safety measures to protect against such threats.

5. From time to time, We may issue instructions on the use of the Service, Equipment or Network that We need You to comply with if You are to continue benefitting from the Service.
6. You agree that You will not engage the Service in any way that may interfere or damage the Network or slow down the Service for third parties.
7. The Service is limited for personal non-commercial use and any non-personal use thereof is strictly prohibited.
8. You are prohibited from doing any of the following and similarly from assisting third parties in doing any of the following:
 - a. Using the Service immediately upon the expiry or termination, for whatever reason, of the Agreement;
 - b. Using the Service otherwise outside of the Territory of Malta and in other European Member States on a non-temporary basis, or using any technology to disguise Your location;
 - c. Using or allowing someone to use the Service for any unlawful purpose, including the violation of copyright laws through the use of production, copying, recording, rebroadcasting or redistribution of any part of the Service;
 - d. Circumventing, modifying, removing, reverse-engineering, decompiling, disassembling, altering or otherwise tampering with any security, encryption or other rights management technology or software that is part of any Content or Device, or any attempt thereof;
 - e. Selling or charging others for watching any channel or Programme;
 - f. Showing any channel or Programme in public outside the Premises even if this is done free of charge.

H. Suspending, Terminating or Disabling of the Service

1. We may suspend, terminate or remove access, as the case may be, the Service at any time without any liability to You if:
 - a. You do not adhere to any terms and conditions of Service;
 - b. We are obliged to do so due to legal or regulatory obligations;
 - c. We are for any reason unable to supply or continue supplying the Service;
 - d. You become or We have reasonable cause to believe that You will become bankrupt or otherwise unable to pay for the Service;
 - e. You do something that jeopardises the operation of Our Network or Service;
 - f. You fail to rectify the reason for a suspension of Your Service that is directly attributable to You;
 - g. We become aware that Your Service is being used illegally or irregularly;
 - h. You exceed normal usage. Restriction is placed on the number of concurrent Streams. This is limited to the number of Streams purchased by You as stated on the Application Form and/or Service Order Form;
 - i. We become aware that Your Service is being used in breach of the conditions laid out in clause F5. This is without prejudice to any other right or remedy available to Us at law or under the Agreement;
 - j. You provide the personal log-in details to anyone else, or allow anyone else to use these log-in details to access the Service. In the event that We have good reason to believe that unauthorized third parties are using Your log-in details to access the Service under Your account, We may restrict or suspend the use of the Service without the need to provide any notice.
2. You acknowledge that any restriction, suspension or termination of the Service shall be without prejudice to Our interests and to any other right or remedy in terms of the Agreement, including clause Q, or at law.
3. We may suspend or terminate Your TV Service if we have reasonable cause to believe that its usage is causing interference or damage to Our Network or Services.

I. Software License and Third Party Services

1. We may provide You, at a cost or free of charge, with software to be used with Your Service, which is owned by Us or Our third party licensors, providers and suppliers ('Software'). You may use the Software only in connection with the Service. We reserve the right to update, upgrade or change this Software from time to time, either remotely or otherwise, and to make related changes to the settings and Software on the Equipment. You agree to allow Us the required access.
2. Some Software may be accompanied by an End User License Agreement ('EULA') from Us or a third party. In these cases, Your use of the Software is governed by the terms of the EULA as well as the Agreement. You should not install or use any Software if You do not agree to the terms of the EULA in their entirety.
3. For Software not accompanied by a EULA:
 - a. You are granted a revocable, non-exclusive, non-transferable license by Us or Our third party licensor(s) to use the Software;
 - b. You are not granted any title or rights of ownership in the Software;
 - c. You agree not to make any copies of the Software;
 - d. You agree that the Software is proprietary and contains confidential information belonging to Us or Our third party licensors and agree not to disclose or use the Software except as expressly permitted by Us.
4. The Software contains copyrighted material, trade secrets, patents and proprietary information owned by Us or Our third party licensors. You may not de-compile, reverse engineer, disassemble, attempt to discover any source code or underlying ideas or algorithms of the Software, otherwise reduce the Software to a human readable form, modify, rent, lease, loan, use for timesharing or Service bureau purposes, reproduce, sublicense or distribute copies of the Software, or otherwise transfer the Software to any third party. You may not remove or alter any trademark, trade name, copyright or other proprietary notices, legends, symbols or labels appearing on or in copies of the Software. You acknowledge that this license is not a sale of intellectual property and that We or Our third party licensors continue to own all right, title

and interest, including but not limited to all copyright, patent, trademark, trade secret and moral rights, to the Software and related documentation, as well as any corrections, updates and upgrades to it. The Software may be used in the Territory only, and any export of the Software is strictly prohibited.

- Your license to use the Software will remain in effect until terminated by Us or Our third party licensors, or until the Service is terminated. Upon termination of the Service, You must cease all use of the Software and immediately delete it from any Device not returned to Us.

J. Service Charges

Rates quoted in this section are inclusive of applicable VAT.

GO TV Package	
	Start TV – 1 Stream
Components	20+ Channels
Term	30 days
Standard Fee (every 30 days)	€5.99

- Payments will be processed automatically, provided there are sufficient funds available in the provided bank account. You are required to provide Us with a valid email address, where we will send receipts for completed transactions and other relevant information. It is Your responsibility to notify Us of any changes to Your email address.
- It is Your responsibility to ensure that Your payment details are accurate and up to date to avoid any interruptions in the Service.
- If a payment is unsuccessful due to reasons such as expiration, insufficient funds, or other issues, and You have not cancelled Your Service, we may suspend Your access to the Service until a valid payment method is successfully charged.

K. Amendments to Your Service

- We will seek to inform You beforehand of any changes that will affect Your Service including the Price. We will do so as outlined in clause P.1.
- We will notify You thirty (30) days beforehand in case We make any changes to Your terms of Service and/or Agreement including the Price.
- If You wish to make any amendments to Your Service, You may do so by means of Your Application or else through any other means accepted by Us. There may be one-time and/or recurring charges for the Provision of these changes. If it results that what is being requested cannot be entertained by Us for any reason whatsoever, such as a request for a payment option not supported by Us or not available on Your particular Tariff Plan, We will reject Your request. Until We accept Your request the Service will continue as previously.**

L. Our Responsibilities

- We will provide You with the Service outlined in the Agreement if You meet all necessary criteria for the Provision of the Service. The means over which We provide the Service shall be solely at Our discretion. We may, over the course of Your Service, change the means over which We provide the Service. In that case, We will notify You if there are any changes to the way Your Service operates.
 - If You think that the Service We are providing to You deviates from what You signed up for, You may contact Us. If We find that We cannot provide You with the Service, You will have the option to change or terminate the Service. No refunds or credits will be provided for partial subscription periods or unused Content.
 - 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. You may contact Us on Our phone number on 80072121 or 146 (for mobile only) or via the various channels as explained on this webpage: www.go.com.mt/contact-us/. You may also mail Us at Our main offices at GO p.l.c, Tarxien Road, Zejtun ZTN3000, Malta.
 - And if Your complaint relates to an online purchase which we have unfortunately not been able to resolve for You, You may make a complaint via the EU's Online Dispute Resolution portal at <https://ec.europa.eu/consumers/odr/main>.
 - Contact Us | Get in touch via WhatsApp, Facebook, chat | GO
 - For whatever Your question or query may be, there are a wide range of ways to get in touch with GO at any time of the day.
 - We are only responsible for installations or other works carried out by Us or Our authorised third-party contractors. We are not responsible for the work carried out by others, including any self-install options from which You may avail, although We may agree to assist You with resolving any issues at a charge.
 - We will endeavour to adhere to all legal and regulatory requirements when providing the Service, as well as to follow industry standards for the Provision of the Service.
 - In case Your whole Service becomes unavailable, We will repair Your Service within the timeframe indicated hereunder, but You need to cooperate with Us in order for Us to be able to adhere to such timeframes. This timeframe does not apply to Force Majeure events or to damage caused by third parties, including anything You may have done from Your end. We will rectify any faults free of charge unless they are attributable to something that You have done.

- We are only responsible for the terms of Our Service and offers that We make public ourselves. We cannot accept responsibilities for any statements or commitments made by any third parties, unless We officially authorise them in writing.
- Unless otherwise required by law or any competent authority, We shall not provide You with any statements and/or information in relation to Your Service. Where We provide such information, We reserve the right to charge a processing fee.
- We acknowledge that there may be instances where You may be entitled for compensation. The details on the compensation available to You as well as the procedure for applying for it as stated in this Agreement. .
- We may sometimes need to interrupt the Service in order to carry out any improvements or maintenance. We will endeavour to reinstate the Service in the shortest time possible; however You acknowledge and agree that these matters may be beyond Our control. Where possible, We will seek to issue a notification of such works, although this may not be on a one-to-one basis hence We may use the media to publish Our message.
- We do not guarantee that Our Network covers the whole Territory or else that the quality of Service is the same throughout. We may not be able to provide You with the Service in Your area or else provide it to the level of quality You desire.

M. Payment

- You agree to pay all charges for the Service, including any additional charges detailed in these terms, whether You use the Service or someone else does with or without Your consent.
- Payment is directly and instantly transferred by Your bank to Our bank account once You submit payment details. Service becomes active to You over the air in real time once payment is successful. GO accepts payments affected by VISA, Mastercard and Cashlink card. Credit and debit cards can only be used by their owner.
- We may refuse to accept payment in one or more formats for a legitimate reason, such as a payment option not being available or else if We have reason to suspect that the proposed payment option may not be viable for the recovery of the charges.
- As this is a prepaid Service, rental charges are paid upfront in full. No pro-rata payments are applied, and the Service is activated once the required payment is received.
- Prices for usage are as set out in clause J. Service Charges are inclusive of all taxes unless otherwise stated.
- We may make use of Third Party payment systems for the Processing of payments. In these cases, You should be aware that by making use of these systems You will be disclosing Your personal details to these third parties. You should familiarise Yourself with their terms and conditions before proceeding with affecting the payment, and refrain from using their Services if You do not agree with any of their clauses.
- When You make use of Third Party payment methods, whether those provided by Us or other parties, You may be charged a Processing fee. You are responsible to pay this fee. You are also responsible to ensure that You take all necessary measures to keep Your personal details, including Your debit/credit card details, safe.
- It is Your responsibility to ensure that You keep all receipts provided to You. You also need to keep in mind that when You pay through online methods, whether through Our portal or a Third Party Service, the receipt may only be available for a certain period of time, after which it will be deleted and cannot be retrieved. You should ensure that You store or print a copy of these receipts for future reference.

N. Ending the Service

- You can cancel Your Service at any time from the Application Program through the "Services" Tab. Your access to the Service will remain active until the end of the Term. To the extent permitted by applicable law, all payments are non-refundable, and no refunds or credits will be provided for partial subscription periods or unused Content.
- Unless You cancel Your subscription before the renewal of the Term, You authorize Us to charge the subscription fee for the next cycle to Your chosen payment method.
- The Service may be terminated by either party in accordance with the terms of this Agreement or as provided by law.

O. Force Majeure (Matters beyond Our Reasonable Control)

- Sometimes We may be unable to fulfil Our obligations due to reasons beyond Our reasonable control, which include but are not limited to severe weather, acts of God, terrorist activities, government action or action taken by any other competent authority or industrial disputes. If these reasons persist beyond thirty (30) days, You will have the right to terminate the Service without incurring any early termination fees or penalty fees. Notwithstanding, You will remain bound to pay the charges as detailed in this agreement.
- Likewise, if You cannot fulfil Your obligations due to reasons beyond Your reasonable control for a period exceeding thirty (30) days, We will terminate the Service without having to pay You any compensation or provide You with any forward notice. You will remain liable to pay the charges as detailed in this Agreement.

P. Notices

- We may need to contact You from time to time. In this case, We may do so at Your

- registered billing address, via e-mail or SMS, by telephone or through any other means that become available from time to time. In these cases, We will deem to have notified You after the lapse of such reasonable time as We consider the notification to have been delivered. In the event that We use means that do not enable instantaneous delivery, such as letters sent to Your registered address, We will allow three (3) working days prior to deeming the notification delivered. We reserve the right to notify You through an on-screen message.
2. Should You need to contact Us, You may do so at Our registered address, by email or telephone, or through any other means that We make available to You. If You are sending Us a written letter or official form, We will need it to be signed. In case We allow You to send such notifications through electronic means, We may require some means of authentication to be able to process Your request.

Q. Limitation of Liability

1. We provide the Service on an 'as is' and 'as available' basis. To the extent applicable at law, We are not liable for any direct or indirect losses or damages that may result from the use of or inability to use the Service. You agree that this extends to any third parties making use of Your Service.
2. Unless otherwise stated in this Agreement, We will not be responsible for any liability for any consequential loss or damage, howsoever defined, including any loss of profit, business, revenue, goodwill, anticipated savings or otherwise, which may arise in connection with this Agreement and/or the Service and We will have no responsibility to pay You compensation for financial loss, for any information which is lost or corrupted, or for any loss that could not have been reasonably expected.
3. If for any reason, due to an action or inaction on Your part, We are forced to defend ourselves from any claims made by third parties, You agree to help Us defend from such claims and to be liable to cover all expenses involved with Our defence from such challenges.
4. We are solely responsible for matters that are entirely within Our control. We may partner with third parties, as in the case of Content Providers, to enhance and extend the level of Service We provide to You. We may also use third parties, such as Internet Service Providers (ISPs), to provide Services to You over their Network. You agree that You are making use of these Services at Your own risk and that We are not responsible for the accuracy, quality or availability of the Service provided by these third parties.
5. You may be able to access information using Our Services. You agree that We are not responsible for Third Party Content, Third Party Services and any related fees and charges. We are also not responsible for the consequences of any action You take based on the information obtained from third parties over Our Service.
6. Unless otherwise dictated by law, Our liability to You in a one year period, where applicable, shall not exceed one year's worth of the monthly rental fees payable by You (if applicable) on the particular Service on which the liability was incurred.
7. Where applicable in this clause S, any limitations of liability and indemnity will extend to the GO Group, GO directors, officials, employees, sub-contractors and agents.
8. Nothing in this Agreement shall exclude or limit the liability of one of Us (that is, We and You) to the other party in the case of death or personal injury that may arise because of one party's gross negligence, wilful misconduct or fraud.
9. You undertake and bind Yourself to indemnify and hold Us, Our directors, officials, employees, sub-contractors and agents harmless against any liability, loss or damage, whether direct or indirect, arising out of or in connection with the Service or any use thereof, including but not limited to any claim for loss or damage made by any person whomsoever.
10. Nothing in this Agreement shall limit either party's rights at law.

R. Other Important Terms

1. Headings in this Agreement are for convenience only and shall not affect its interpretation.
2. If any term of this Agreement is found to be unenforceable or contrary to law it will be modified to the least extent necessary to make it enforceable, and to retain the original intention of the parties as far as possible. The rest of the Agreement shall remain in force.
3. If, for any reason, We do not accept or are otherwise unable to process Your Application, it will be deemed as though the Agreement never existed in the first place. Notwithstanding, You will still be liable to pay the charges as defined in this agreement, as well as any termination fees that may apply.
4. Where the day on or by which something must be done is not a business day in the Territory that activity must be done on or by the first following business day.
5. We may stop or modify access to Third Party Services at any time. Unless otherwise stated by Us or at law, this will not constitute a change to the terms of this Agreement.
6. This Agreement does not make Us (that is, You and Us) partners, agents, employees or representatives of one other.
7. If either one of Us (that is, You and Us) does not exercise a right stated in the Agreement at all or immediately, this does not preclude this party from enforcing this or any other right in the future.
8. We shall be authorised to act as an agent for and/or follow up matters related to other companies within Our Group. Likewise, We may be represented by other companies within Our Group.
9. Subject to applicable law, We shall be entitled to assign this Agreement to another party either in whole or in part.

10. This Agreement is personal to You and You undertake not to assign, dispose of, re-sell, sub-lease or in any other way transfer the Service provided to You, or assign or otherwise dispose of any benefit or advantage, whether in whole or in part.
11. This Agreement has been drafted in the English language. If it is translated into any other language and ambiguities arise, the English text shall be used as the definitive guide.
12. This Agreement is governed and construed according to the Laws of the Republic of Malta. Any disputes are to be submitted to the jurisdiction of the Maltese courts.
13. From time to time, offers may be available on the GO TV Package for a limited time-period. Where these offers are over and above and not dependent on or for the full duration of Your Agreement with Us, We reserve the right to discontinue such offers at any time. In all cases, We will inform You about the expiry of the offer by giving You 30 days' notice. Should You wish to continue to benefit from the offer despite the expiry of the offer period, You may do so at a charge in accordance with the GO TV terms and conditions. You will need to inform Us of Your intention and may need to sign a new Agreement with Us.

S. Data Protection

- GO p.l.c, GO, Tarxien Road, Zejtun ZTN 3000, Malta is the Controller of Data under the terms of the Data Protection Act and Regulation (EU) 2016/679 for the purposes enlisted below.
1. GO is committed to respect and preserve all Your rights as Data subject at all times. We take privacy and data protection seriously and we will manage Your Personal Data transparently and in a fair and lawful manner. Should You have any queries, concerns, requests or complaints in relation to the manner in which We process Your Personal Data, You may contact Our Data Protection Officer by email on: dpo@go.com.mt or Tel: 25940000. You also have the right to lodge a complaint before the Office of Information and Data Protection Commissioner with regard to matters concerning Your Personal Data.
 2. At GO, we make sure to only collect the Personal Data we need from You. This Personal Data may include Your name, address, phone numbers, date of birth, email address, credit or debit card information, information about Your bank account number, credit rating data, information about Your Agreement with GO and Your product Service subscriptions, Your product preferences, Service usage traffic data, signalling traffic, geo-location, usage data and patterns, call data records, installation data, fault data, records of Your contact with GO and information relating to the use of Our website including the date, time, length and approximate location while browsing. For further details, please refer to Our [Privacy Policy](#) and to Our [Cookie Policy](#).
 3. Your Personal Data shall be held and processed for the purposes of Service-related administration including identification and credit check purposes, management of Your account and business, billing and fraud prevention or detection, debt collecting, research and statistical purposes, for compliance with applicable laws and regulations and to improve the Service and products we provide You with through Our website and customer care facilities. This includes but is not limited to: Personal Data being held and used for the purposes of legal compliance; compliance with the conditions contained within Your Service Agreement; Processing of customer Personal Data for the purposes of Our daily operations; Processing of customer data for market research and Service and product development; Processing of customer data for Network protection, and for the protection of the company's legal position in the event of legal proceedings as legitimate company interests.
 4. Where You apply for this Service via an Application Form online, and we request for You to submit a copy of Your identity or residence card or passport via an email address indicated by US, this is only done for Us to verify Your identity and age, therefore for legitimate company interests, and shall be deleted immediately upon Processing Your Application. Should Processing of Your Application take longer than seven (7) days, Your email and all its contents shall be automatically deleted, and You will be required to re-submit Your Application. Access to Your email and its contents shall only be permitted to those required to process Your Application.
 5. You shall have the right to object to any of the above-mentioned legitimate company interests contained in clauses S.3 and S.4 as a basis for the Processing of Personal Data. For further details, please refer to Our [Privacy Policy](#) and to Our [Cookie Policy](#).
 6. You acknowledge and agree that We will process and retain Your Personal Data, Billing Data and other related data in line with any applicable data Processing and/or retention obligations. Your Personal Data collected and referenced in clause S.4 shall be retained for a period of five (5) years following termination of all GO p.l.c. Services; such data may be retained for longer periods in the event of prospective or pending debt collecting, legal or law-enforcement proceedings and until such proceedings are formally and definitively concluded and until all pending debts and legalities are settled in full.
 7. Your Personal Data may be provided to trusted third-party Processors for the purposes of product and Service Provision including Roaming Services, installation, maintenance and repair of Services, customer care and client communication Services, verification of identity and personal details, credit reference, fraud prevention, business scoring, credit scoring, debt collection and recovery. Such Processing shall be conducted in compliance with all legal requirements as well as Our strict privacy and data protection codes and policies.
 8. GO p.l.c. may transfer Your data to other company offices or other group companies for purposes connected to the management and administration of the Data Controller's business.
 9. We may, if necessary, transfer Your data to other company offices or other group companies or to trusted third parties located outside the European Economic Area

for administrative purposes, storage and/or compliance with legal or contractual obligations and for the purposes of product and Service Provision including Roaming Services. Such transfer shall only be effected to third countries or territories providing sufficient and appropriate safeguards to Your Personal Data in compliance with all legal requirements as well as Our strict privacy and data protection codes and policies.

10. We will ensure that all companies to which We disclose Your Personal Data will only process it in accordance with Our instructions and on Our behalf, and may only use such data to the extent to which We ourselves are entitled. All such companies and third parties will further be required by Us to meet the requirements of data protection legislation and GO p.l.c.'s strict privacy and retention policies to keep Your information secure at all times.
11. We may, if necessary or authorised by law, provide Your Personal Data to Law enforcement agencies, regulatory organisations, courts or other public authorities. We attempt to notify Our Customers about legal demands for their Personal Data unless prohibited by law or court order or when the request is an emergency. We may dispute such demands when We believe that the requests are disproportionate, vague or lack proper authority, but We do not promise to challenge every demand.
12. Your Personal Data shall not be processed for purposes other than those it was collected for; should further Processing be required, You will be informed of that purpose and provided with all necessary information.
13. You have the right to request access to and rectification of Your Personal Data as held by GO, the right to restrict Processing, the right to object to Processing, the right to data portability as well as the right to be forgotten, in certain circumstances. Such requests will in no way affect the lawfulness of Processing prior to the lodging of any of the above requests. Please refer to Our [Privacy Policy](#) for more information on what these rights mean and how You may exercise them.
14. You have the right to request access to and a copy of Your Personal Data as processed by Us. Please refer to Our [Privacy Policy](#) for more information on what this right means and how You may exercise it.
15. Subject to applicable law We may, for accurately carrying out and confirming Your instructions, for training purposes and/or in order to improve the quality of Our customer Services, monitor and/or record communications, including calls, email communication and online chats, made to Us.
16. You have the option of receiving direct marketing from Us. You acknowledge that, once You have explicitly consented to do so at the time of Application, marketing material shall be sent to You by Us to inform You about products, Services, Packages, offers, competitions and/or any other commercial opportunity or event provided by Us or by Us in conjunction with selected third parties. This is done to improve any of the Services You have been provided with by Us. You understand that, if You have consented to receive direct marketing, this may be sent to You via mobile voice, mobile SMS, fixed phone, post, bills, email and other electronic means.
17. You have the right to opt out of any direct marketing at the time of Application. In such case, no marketing material shall be sent to You. If You consented to the use of Your Personal Data for direct marketing purposes and You no longer wish to receive such information You may inform Us in writing by filling in a Change in Consent Form which is available at Our outlets, Our agents and on Our website. This form may then be submitted to Us at such outlets or agents or by sending it to Us by mail at Customer Experience Section, GO p.l.c, GO, Tarxien Road, Zejtun ZTN 3000, Malta
18. Your Personal Data may be processed for market research and statistical purposes so as to improve the Services we offer You and Our customers.
19. Your Personal Data may be processed for the purposes of automated decision making; should such further Processing be required, You will be informed of that purpose, and provided with all necessary information including the logic involved, as well as the significance and the envisaged consequences of such Processing. For further details, please refer to Our [Privacy Policy](#).
20. You are responsible to provide Us with Personal Data that is correct and inform Us of any changes occurring in Your Data in writing in order that We may take all reasonable measures to keep Our records in Your regard correct and up to date.
21. In line with applicable law, We shall, where lawfully obliged, notify the competent authorities and/or You in cases of Personal Data breach and will keep a log of any such breaches. For further details, please refer to Our [Privacy Policy](#).
22. To find out more about how We process Your information, You are encouraged to read Our [Privacy Policy](#) and [Cookies Policy](#) both of which may be updated from time to time and which are always available at www.go.com.mt.



30 Days Free Trial Introductory Offer Terms and Conditions

These terms and conditions were last updated on 6th January 2025

A. Your Agreement

- These terms and conditions are for an offer and should be read in conjunction with the GO TV Terms and Conditions, and any other applicable terms and conditions. In the event of any conflict between these terms and conditions, these terms and conditions shall prevail. These terms and conditions form an integral part of Your Agreement for the provision of the Service with Us.
- We reserve the right to stop, suspend, amend or otherwise alter this Offer, the applicable charges and any benefits derived through it, as well as these terms and conditions, in accordance with applicable laws. Unless otherwise stated, this will not affect the rest of Your Agreement with Us.

B. The Offer

- This Offer is provided by GO p.l.c ('GO').
- The '30 Days Free Trial Introductory Offer' (the 'Offer') is an Offer made available in relation to the GO TV service provided by Us. This Offer is made available to You by signing an Agreement with Us.
- This is an introductory offer and You are eligible to benefit from it only if You have not been subscribed to the GO TV prepaid service already.
- The one-time Offer is for a 30 day period for 1 TV stream.
- This Offer is regulated by its terms and conditions. By subscribing to this Offer You are agreeing to all the terms and conditions found in this Agreement. If You do not agree with these terms, You should not subscribe or take-up this Offer.
- The Offer consists of the following:

30 Days Free Trial			
		Charge	Applicability
a	1 TV stream one-time Offer Price	€0	For the first 30 days
b	Standard Price for 1 TV Stream	€5.99	Every 30 days, thereafter
c	Other Offer Information		TV Package
	Offer Compatibility	GO TV service	

C. Explanation of the Offer

- Unless otherwise stated, all charges quoted in this document are inclusive of VAT.
- Monthly Fee:
 - The Offer price applies for the first 30 days of a prepaid TV stream subscription.
 - Following the elapse of the Offer period the standard monthly price for the TV stream as listed in clause B.6.b will immediately become applicable.
- Other Offer Information:
 - The Offer is available to new subscribers of the GO TV service as stated in clause B.6.c.
 - The Offer starts once the GO TV service is activated.
 - Unless otherwise stated, this Offer shall not be available in conjunction with any other offer.
- This Offer is available for a limited time period.

D. Other Important Terms

- The Offer is optional.**
- In the event that You terminate Your Service during the 30 day period You will no longer be entitled for the Offer.**
- You will have the right to terminate the Service without incurring any early termination fees or penalty fees.**
- If you choose not to terminate the Service before the expiry of the Offer period, the standard price stipulated in Clause B.6.b. will automatically apply, and the charge will be processed accordingly.**
- You may stop the Offer at any time.**