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

INTERNET PRODUCT TERMS AND CONDITIONS

These terms and conditions were last updated 28th January 2025

A. Your Agreement

1. 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:
    a. The Application Form
    b. The Special Offer Terms and Conditions
    c. The Bundled Plan Terms and Conditions
    d. The Tariff Plan Terms and Conditions and/or Schedule of Charges
    e. The Product Terms and Conditions
    f. The General Terms and Conditions
2. If any of these documents conflict with one another, the terms will apply in the order of precedence set out above.
3. You should also read the Residential Broadband Schedule of Charges and the Traffic Management Policy.

B. Your Service

1. We will provide You with Internet access service as specified in Your Application Form. The details of Your Service are specified in the Tariff Plan and Schedule of Charges.
2. Your Service starts on the date We activate it, which may involve a visit by one of Our technicians to install the Service or certain aspects of it.
3. The speed that can be attained on Our connection may vary and depends on a number of factors, amongst them Our Network, the wiring/cables in Your Premises, the number of services You have connected to the Internet at any point in time, the Equipment You are using, as well as the connection speed that can be reached by Your devices. You may thus not always be able to reach the maximum speeds available to You on Your Tariff Plan. You agree that such limitations may exist for the duration of Your Service with Us.
4. When You apply for the Service, We will check Your connection for the speed it can support at that point in time and where possible record it in the Application Form. We will inform You if the speed for which You are applying cannot be achieved. If, notwithstanding any such limitations, You still decide to subscribe to the Service, You agree the connection speed will be set to the maximum speed achievable on Your connection and to this end Our service commitment and obligations will be limited to this maximum speed available.
5. If We specify that the connection speed is "not available", this means that for some reason We could not check the speed at the time of Your Application. Should You still decide on proceeding with subscribing to the Service, We will set Your connection speed to reach the maximum attainable speed on your connection and up to that specified in Your Tariff Plan. If, after installing the Service, it results that the connection speed that can be attained is lower than the minimum specified for Your Tariff, You may, within fourteen (14) days from the Service activation, terminate this Service without incurring any penalties. You will still be liable to pay the relevant charges as specified in clause I.1 of the General Terms and Conditions.
6. By signing the Application Form, You are accepting the Service with any limitations as specified in clauses B.3, B.4 and B.5. You agree that no reduction in or abatement of the applicable charges shall be given if the speed stated in Your Tariff Plan or Schedule of Charges is ultimately not achieved.
7. We are not responsible for the speed attained by third party services, including websites.
8. We reserve the right to manage Your bandwidth so that You can enjoy the best possible experience for the combination of Services that You have.
9. We employ a fair usage policy which is defined as follows: "In the interests of ensuring that all Our subscribers are able to receive the best possible service and to maximise the efficient use of Network resources, We reserve the right to take steps to regulate the use of the Service made by any subscriber whose use of the Service is not comparable to other subscribers and whose use is compromising Our Network."
10. In cases where we establish that Your service with Us has experienced continuous or regularly recurring problems, at Our sole discretion We may offer You compensation or a partial refund, subject also where applicable to any previous compensation and/ or partial refunds We may have already given You.
11. Upon termination of the Service for whatever reason:
    a. All Your personal files stored with Us, including any usernames, passwords and any e-mail accounts You may have with Us, will be deleted and will not be retrievable;
    b. You may retrieve all Your personal files stored with Us, including any usernames, passwords and any e-mail accounts You may have with Us, from the Service prior to termination;
    c. The above will not limit any rights and obligations nascent on Us because of any legal or regulatory requirement.

C. Quality of Service

1. The Quality of Service guarantees for your Internet Service offered over fibre with GO include an average latency of 2ms - 5ms, an average jitter between 0ms and 2ms, and an average packet loss of 0.0% when measured directly via a wired connection from GO's internet modem to its network. For a GO Fixed Wireless service the quality-of-service parameters include an average latency of 20ms, an average jitter of 3ms, and an average packet loss of 0.0% when measured directly via a wired connection from GO's internet modem to its network. The quality-of-service parameters are applicable between the End User and GO's core network.
2. The quality-of-service parameters listed above do not apply if You are subscribed to a Service provided over copper technology. However, if You experience issues with Your connection, You should get in touch with Us and We will do our outmost to address your issues in line with our Customer Service Promise.
3. GO's fixed wireless product makes use of GO's mobile network to deliver an internet broadband experience to Your household. The quality of your experience, especially that indoors, may also vary due to several factors including but not limited to increased urbanisation, the thickness and type of walls of the building, the size and type of apertures it is fitted with etc. These may negatively impact the signal emitted from Our radio base stations and the Mobile coverage you may have indoors.
4. You may check your download speed by running a speed test by a trusted service provider. In order to attain the most accurate results in such a speed test, a single device (the device running the speed test) should be connected to your modem through a wired connection. You must run a speed test with no other service running in the background of the device whilst also ensuring that the test is being run whilst connected to GO Servers in Malta. You are encouraged to conduct speed tests on a regular basis, under similar testing conditions to ensure result comparability.
5. The connection speed You attain at your premises will closely align with the service you are subscribed to. The connection speed refers to the speed in which data is transmitted between Your device and GO's network. You may connect multiple devices directly to the modem and run a speed test on all devices concurrently to verify the maximum speed achieved by your connection. The maximum achievable download speed will vary depending on the services in use, the quality of the wiring or cables, the maximum speed attainable on each Ethernet port on Your modem as well as any other Equipment you have installed on premises**.** As such, you recognise that such limitations exist and may occur during the provision of Your Service.