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EXO 413 VAT Registration No.: MT1282-6209

GO BUSINESS PLUS TERMS AND CONDITIONS

These terms and conditions were last updated on 1st October 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 Plans Terms and Conditions and/or Schedule of Charges
   e. The End User License Agreement (EULA)
   f. The Product Terms and Conditions
   g. 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. The Bundle applicable to Your Agreement is specified in the Application Form. We reserve the right to stop, suspend, amend or otherwise alter this Bundle, the applicable charges and any benefits derived through it, as well as these terms and conditions, in accordance with applicable laws.

B. Definitions

1. 'Business' means that the Premises where the Service is installed is not used wholly for Residential purposes.
2. 'Residential' means that the Premises where the Service is installed are use wholly:
   a. For residential purposes;
   b. 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.

C. The Bundle

1. The GO Business Plus is a Business Bundled Plan provided by Us. You subscribe to this Bundle by signing an Agreement with Us.
2. The Bundle is regulated by its terms and conditions. By subscribing to this Bundle 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 these Bundles.
3. The Bundle comprises one (1) Business Infinity Medium Plan and three (3) Business Infinity Unlimited Mobile Plans. The Bundle includes:

Wireline Services	Download Speed	500Mbps	€45
	Upload Speed	50Mbps	
	Unlimited Local Calls	Included	
	OTT Gold Stream	1 Stream Included	
	OTT Sports Stream	1 Sports Stream Included	
	Wi-Fi Pods	2 Pods included	
Mobile Services	Data Bundle Allocation	3 Business Infinity Unlimited Plan connections	€45
	Voice Bundle Allocation		
Total Price (Excl. VAT)	**€90**		

Optional add-ons available under this plan include:

Wire line Services	Secure Net - Broadband	Free with this bundle
	1Gbps Broadband	€50
	Up to two additional mobile connections	€15 each
	Additional Streams	€15 each
	Additional GO Sports Stream	€1.69 each
	Fixed IP	Free with this bundle
	Smart Hub	Free with this bundle
	Additional Smart Wi-Fi Pod	€1.99 each
Mobile Services	Secure Net – Mobile	Free with this bundle
	GO Travel Pass - Monthly	Free with this bundle

D. Explanation of Charges

1. Unless otherwise stated, all charges quoted in these Tariff Plans are exclusive of VAT.
2. Monthly Fee:
   a. The monthly fee comes into force on the date when the last of the Services specified in clause C.3 is installed.
3. Included Within The Bundles:
   a. The Bundle consists of the Tariff Plans specified in clause C.3.
   b. Additional charges may apply as specified in their respective Tariff Plans or Schedules of Charges.
4. If you are subscribed to an unlimited fixed calls bundle (clause 3), 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. Other Service Information

1. **All the Services that form part of the Bundles and that require installation shall be installed at the Premises specified in Your Application Form.**
2. **In the case of the Internet Service, if You are a new subscriber We will provide You with a modem for connection to the Service free of charge.**
3. **Any Equipment We provide You with under this Agreement shall remain Our property and should be returned to Us upon termination of the Agreement for whatever reason. If this Equipment is not returned to Us in good condition or at all, We reserve the right to charge you the penalties as specified in the Schedule of Charges.**
4. **You acknowledge and accept that We shall not be held responsible for any limitations or inability to provide certain Services due to the use of customer- managed equipment.**

F. Minimum Term

1. There is no minimum term applicable to the Service unless otherwise stated in the Application Form and/or Service Order Form. Any minimum term which may apply to the Service shall be stated in Your Application Form and/or Service Order Form. This starts from the date We Provision the Service. **You may upgrade Your Service at any time without incurring any penalty fee.**

G. Other Important Terms

1. You agree to do everything You can to ensure that the Services mentioned in clause C.3 are installed within thirty (30) days from the date that Your Application Form is accepted by Us. The discounts referred to in clause C.3 shall apply after the Bundle is activated.
2. The Services can be used as soon as they are installed. However, any usage made from installed Services at Your Premises prior to the date when the Bundle comes into force as stated in clause G.1, shall be charged at the rates specified in the Tariff Plan or Schedule of Charges.
3. If, for any reason directly attributable to You, We are unable to provide You with all the Services specified in clause C.3 within the time period specified in clause G.1, this Agreement will be deemed null and void. The Services already installed shall be charged as stated in the applicable Tariff Plan or Schedule of Charges for that Service, unless You specifically request the Service to be terminated. The termination conditions of that Tariff Plan shall apply.
4. If You decide to terminate the Bundle, You may still retain either or all of the Services individually. In this case, the charges for the Services stated in clause C.3 shall be as specified in the respective Tariff Plan or Schedule of Charges.
5. If, for whatever reason, We are unable to provide You with the chosen Bundle, We will inform You in writing and give You the options available to You at Your Premises. If You do not inform Us otherwise within thirty (30) days of such notification, We will proceed to install those Services specified in clause C.3 that are available to You in the area on an individual basis. In this case, the charges as specified in the respective Tariff Plan or Schedule of Charges shall apply.
6. 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/