



GO Rapid Internet and Fixed Telephony Bundle

GO, Fra Diegu Street Marsa, MRS 1501, 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. It helps to make a comparison between service offers. Complete information about the service is provided in other documents.

Services and equipment

- Description of main characteristics; Fixed internet + fixed telephony. End-users can choose between different fixed telephony add-ons.
- Wi-fi Internet Modem included

Speeds of the internet service and remedies

Included within the Bundle	GO Rapid
Fixed Voice Service	Home Talk
Internet Service (Download Speed / Upload Speed)	35 / 15 Mbps

Remedies: We will endeavour to provide you with a consistent and fault-free service, however we 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. If, upon further investigation you are still not satisfied with the outcome, you may contact the Malta Communications Authority (MCA), Valletta Waterfront, Valletta, or in any other office they may hold at the time.

Price

Bundle	GO Rapid
Monthly Subscription	€25 per month
24 Month Price Guarantee	€17.99 per month
Optional Add-Ons	
Home Talk - Limitless All Local Fixed & Mobile	€3.99 per month
Home Talk - Limitless Fixed calls to EU, USA, Canada, Australia	€7.99 per month
Internet - Fixed IP Address	€2.32 per month
Other Fees	
Activation Fee ¹	€75
Non-Direct Debit Mandate charge per bill issued	€1 per month
Printed Bill	€2 per bill
Internet Technician Support	€30 per visit

¹ Not applicable with a 24 month price guarantee

Duration, renewal and termination

- Available on a 24-month price guarantee agreement or a month-on-month subscription.
- Following the 24-month term the subscriber can decide to terminate or renew the Bundle. The subscriber can also decide to retain any or all the services individually.
- When opting for a 24 month price guarantee, the following early termination penalty applies:

Penalty	
Early Termination Fee	€75

Features for end-users with disabilities: N/A