



HOME PACK INTERNET AND TV BUNDLE SUMMARY

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 Company Registration No.: C22334
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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 Service:

- The Home Pack Internet and TV Bundle consists of; fixed broadband, fixed telephony and TV service. One can choose to add different add-ons; i.e. download speeds, fixed telephony add-ons and TV add-ons.
- The subscriber also gets free GO unlimited minutes monthly with Home Pack Mobile Community. This allows for free GO calls between the subscriber and three (3) other GO members.
- With this Bundle the subscriber is also eligible for a Try and Buy of thirty (30) days.

Equipment:

Included Equipment
Wi-Fi Internet Modem
Up to 2 free TV equipment (GO Interactive TV box/es and/or Chromecast)

Speeds of the internet service, TV add-ons and other remedies

Included within the Bundle	Home Pack – Turbo	Home Pack – Super ¹	Home Pack – Giga ¹
TV Service	Start TV		
Fixed Voice Service	Home Talk		
Internet Service (Download Speed / Upload Speed)	100 / 15 Mbps (in fibre areas, otherwise 75 / 15 Mbps)	300 / 30 Mbps	1000 / 60 Mbps

¹In Fibre Areas only

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.

TV Service Add-ons:

- This bundle provides access to one (1) TV stream. One may activate additional TV streams against an extra monthly charge.
- One can add additional TV Passes at an additional monthly charge.

TV Entertainment Pass	
Service Description	GO Interactive TV
TV Channels	70+
TV Stars & Box sets Pass	
Service Description	GO Interactive TV
GO Stars HD Channel	Included
GO Stars on-demand	Included
GO Box Sets on-demand	Included
TV Channels	2
TV Sports Pass	
Service Description	GO Interactive TV
GO Sports Premium TSN Channels	Included

Price

Bundle	Home Pack – Turbo	Home Pack – Super ¹	Home Pack – Giga ¹
Monthly fee including Start TV – Standard (no commitment)	€35 per month	€40 per month	€60 per month
Monthly fee including Start TV - 24 Month Price Guarantee	€30 per month	€35 per month	€55 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	
Double Upload Speed ¹		€1.99 per month	
Per additional Stream		€5 per month	
TV Entertainment Pass – Standard (no commitment)		€9.99 per month	
TV Entertainment Pass – 24 month price guarantee		€5.99 per month	
TV Stars & Box sets Pass – Standard (no commitment)		€9.99 per month	
TV Stars & Box sets Pass – 24 month price guarantee		€5.99 per month	
TV Sports Pass – Standard (no commitment)		€9.99 per month	
TV Sports Pass – 24 month price guarantee		€5.99 per month	
Other Charges			
Changes to the Community members		€1.16 per change	
Lease of additional GO Interactive TV boxes		€70 per TV box	
Fixed Voice Installation ²		€75	
TV Installation – Main TV outlet ²		€60	
TV Installation – Additional outlet		€30 per outlet	
Self-Installation Kit		€20	
Chromecast device (one-time fee)		€42	
Non-Direct Debit Mandate charge per bill issued		€1 per month	
Printed Bill		€2 per bill	
Internet Technician Support		€30 per visit	

¹In Fibre Areas only.

² Free of charge when taken with twenty-four (24) month Price Guarantee. For the Interactive TV Service, GO will install the service for free on up to two (2) GO Interactive TV Boxes when on a twenty-four (24) month Price Guarantee.

Other Fees may apply

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 penalties apply:

Penalties	
Home Pack Early Termination Fee (1 st Year)	€200
Home Pack Early Termination Fee (2 nd Year)	€100
TV Pass Easy Termination Fee	€50 per TV pass

Features for end-users with disabilities: N/A