



Italia Premium Pack – Special Terms and Conditions

1. These Italia Premium Pack (hereinafter referred to as 'The Offer') Special Terms and Conditions are in addition to, and must be read in conjunction with the standard general terms and conditions regulating the provision of the GO Interactive TV service and any other applicable terms and conditions regulating the service. In the event of any difference or conflict between these Terms and Conditions and any other applicable terms and conditions, these Terms and Conditions shall prevail.

2. At the outset, the Italia Premium Pack shall consist of Italia 2, Boing, Iris and Mediaset TGCOM 24, collectively known as Italia Premium Pack, being made available to you from the date of this Agreement or activation of service (Initial Term), on all GO Interactive TV outlet/s. GO reserves the right to alter the channel line-up at any time in accordance to law.

3. The Offer is available from 1st August 2014 and until further notice.

4. The Offer entitles customers to FREE Italia Premium Pack, upon the commencement of the GO Interactive TV service and is available only on Silver and Gold Interactive TV outlet/s.

5. For the avoidance of doubt, after the expiry of the Offer period, customers may opt-in to the Italia Premium Pack at the additional monthly rate of three Euros and ninety nine cents (€3.99). To subscribe to the Italia Premium Pack customers should notify GO by calling Customer Care on 8007 2121 or by visiting one of GO's retail outlets or authorised resellers.

6. The Offer is available as a premium add-on service to all new and existing customers subscribed to GO Interactive TV.

7. The channels which form part of the Italia Premium Pack and the content thereof are under the control of third parties and therefore subject to change. By subscribing to the Offer, customers acknowledge and accept that any changes to the channels and the content thereof are outside GO's control.

8. GO shall not be restricted from, but shall not be obliged to, issuing concurrent offers to its, or its prospective, customers. Any offer issued shall be governed by its terms and conditions and certain offers may be mutually exclusive.

9. GO reserves the right to stop, suspend, amend or otherwise alter The Offer and these terms and conditions in accordance with the modalities and timeframes stipulated by law. For the avoidance of doubt, GO reserves the right to amend these Terms and Conditions at any time, provided that GO shall give customers thirty (30) days' written notice prior to such amendments taking effect. Should customers not wish to accept the proposed amendments, customers must, within thirty (30) days of having been so notified, inform GO of such non-acceptance. For the sake of clarity, such notification of non-acceptance on customer's part shall be deemed to constitute a termination of the agreement to the Service. Failure on the customer's part to notify GO in writing within the stipulated time period of such non-acceptance will constitute an irrevocable acceptance of any such amendments for the duration of the agreement to the Service.

10. The Service and all matters relating to it shall be governed, construed and take effect in accordance with the laws of Malta without giving effect to principles of conflict of laws, and the parties submit to the exclusive jurisdiction of the courts in Malta.

11. These Terms and Conditions have been drafted and negotiated in the English language and the English text shall be regarded as the authoritative text. If these Terms and Conditions are translated into any other language, any ambiguity or disagreement that may arise shall be resolved by reference to the English text.



HOME PACK INTERNET AND TV BUNDLE TERMS AND CONDITIONS

These terms and conditions were last updated on 23rd March 2021.

A. Your Agreement

- 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:
 - The Application Form
 - The Special Offer Terms and Conditions
 - The Bundled Plan Terms and Conditions
 - The Tariff Plan Terms and Conditions and/or Schedule of Charges
 - The End User License Agreement (EULA)
 - The Product Terms and Conditions
 - The General Terms and Conditions
- If any of these documents conflict with one another, the terms will apply in the order of precedence set out above.
- 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

- 'Residential' means that the Premises where the Service is installed are used wholly:
 - For residential purposes;
 - As non-governmental organisational Premises, if We decide in Our sole discretion to allow the said non-governmental organisations to benefit from this Residential Bundle Tariff.

C. The Bundle

- The Home Pack Bundled Plan (the 'Bundle') is a Residential Bundled Plan provided by Us. You subscribe to this Bundle by signing an Agreement with Us.
- This 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 this Bundle.
- The Bundle and add-ons available consists of the following:

Bundle	Home Pack – Turbo	Home Pack – Super1	Home Pack – Giga1	Minimum Term
a. Monthly fee including Start TV – Standard (no commitment)	€35	€40	€60	1 Month
b. Monthly fee including Start TV – 24 Month Price Guarantee	€30	€35	€55	24 Months

Included within the Bundle	Home Pack – Turbo	Home Pack – Super ¹	Home Pack – Giga ¹
c. TV Service	Start TV		
d. Fixed Voice Service	Home Talk		
e. Internet Service (Download Speed / Upload Speed)	100/15* Mbps	300/30Mbps	1000/60 Mbps
f. Free Unlimited Minutes Monthly with Home Pack Mobile Community	Included		

¹In Fibre Areas only.

*100/15Mbps speed when Bundle is provided over Fibre. Otherwise applicable speed is 75/15 Mbps.

Optional Add-ons	Standard	24 Month Price Guarantee
g. Monthly fee - TV Entertainment Pass	€9.99	€5.99
h. Monthly fee - TV Stars & Box sets Pass	€9.99	€5.99
i. Monthly fee - TV Sports Pass	€9.99	€5.99

Fixed Voice Service Add-ons	
j. Monthly fee - Limitless All Local Fixed & Mobile Voice Add-on	€3.99
k. Monthly fee - Limitless Fixed calls to EU, USA, Canada, Australia	€7.99

Internet Service Add-ons	
l. Turbo Double Internet Upload (100/30 Mbps)*	€1.99/month
m. Super Double Internet Upload (300/60 Mbps)*	€1.99/month

*Add-ons available in Fibre areas only.

Other Charges	Home Pack
o. Changes to the Community members	€1.16/ change
p. Fixed Voice Installation	€75 ²
q. TV Installation - Main TV Outlet	€60 ²
r. TV Installation – Additional Outlet	€30/outlet
s. Non-Direct Debit Mandate charge/bill issued	€1/month
t. Printed bill	€2/bill

² Free of charge when taken with twenty-four (24) month Price Guarantee

D. Explanation of Charges

- Unless otherwise stated, all charges quoted in this Tariff Plan are inclusive of VAT.
- Monthly Fee:
 - The monthly fee comes into force on the date when the last of the Services specified in clauses C.3.c to C.3.e is installed.
 - Included within the Bundle:
 - The Bundle consists of the Tariff Plans, add-ons and other benefits specified in clauses C.3.c to C.3.f.
 - The charges for the individual services is specified in their respective Tariff Plans and/or Schedules of Charges.
 - The Bundle provides You with access to one (1) TV service. You may activate additional TV services within the same Premises against an extra monthly charge per service. The details are as specified in the TV Tariff Plan or Schedule of Charges.
 - The free unlimited mobile minutes are shared between members of the Home Pack mobile community ('Community') that You can form by following the instructions available on Our website or as provided in one of Our retail outlets.
 - Optional Add-ons:
 - The 24 month Price Guarantee TV Pass is only available if You subscribed to a 24 month Price Guarantee Bundle as specified in Clause C.3.b. Alternatively You may subscribe to the Standard (no commitment) TV Pass.**
 - Once You subscribe to a 24 month Price Guarantee TV Pass, You are bound to remain subscribed to the applicable TV pass/es for the duration of the minimum term of Your Bundle, as listed in Clause C.3.b. If You terminate Your subscription to one or more of the 24 month Price Guarantee TV passes prior to the expiry of the Bundle minimum term, You will be charged a one-time termination fee of €50 per TV pass.**
 - If You wish to subscribe to a TV pass for a period that is shorter than the remainder of the Bundle minimum term, You should subscribe to a Standard (no commitment) TV pass as specified in clauses C.3.g to C.3.i.
- Other Charges:
 - The charge in clause C.3.o applies to any changes done to the community members after the first three (3) invitations were sent and accepted.
 - Direct Debit Mandate (DDM) is the default payment method of this Bundle. If You opt not to pay via DDM, a €1.00 monthly charge applies per bill issued as per clause C.3.s.
 - This Bundle is by default an e-billing tariff. This means that You will receive Your bill through electronic means by Using Our e-billing functionality available through Our Website. You agree to register for this functionality and to supply Us with a valid email address where We can notify You when your bill is available as well as to send You other relevant information. Otherwise a charge applies as per clause C.3.t.

E. Other Service Information

- All the Services that form part of the Bundle requiring installation shall be installed at the Premises specified in Your Application Form. If You are a new subscriber subscribing to a 24 month Price Guarantee bundle, We shall provide the installation free of charge for Your services specified in clauses C.3.c to C.3.e. This means that:
 - For the Interactive TV Service, We will install the Service on up to two (2) GO Interactive TV Boxes free of charge when subscribing to the 24 month Price Guarantee Bundle. If You are an existing Interactive TV subscriber and have only one (1) set of Equipment connected to the Service, We will provide You with an additional set of Equipment free of charge and We will also provide You with one (1) self-installation kit free of charge so that You may install the second free GO Interactive TV Box;
 - Instead of two (2) GO Interactive TV Boxes You may opt for one (1) GO Interactive TV Box and one (1) Chromecast for free when being subscribed to the 24 month Price Guarantee Bundle. Chromecast is provided on a self-install basis.
 - For fixed voice, We will provide the installation of the line free of charge when subscribing to the 24 month Price Guarantee Bundle. Otherwise a one-time charge of €75 applies as per clause C.3.p.
 - For the Internet Service, We will provide You with the free self-installation and free use of the modem as specified in the Tariff Plan or Schedule of Charges of the Service stated in clause C.3.e.
- TV installation is limited to Our Equipment. We exclude ourselves from installing Third Party Equipment and anything related to the Broadband service. For any avoidance of doubt, Chromecast is provided on a self-install basis.



3. Any Equipment We provide You 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, We reserve the right to charge You the penalties as specified in the Schedule of Charges.

4. The TV Passes consist of the following;

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

- a. Total Sports Network (TSN) are the holders of the rights to the Italian Serie A and the UEFA Champions League until May 2021 and the English Premier League until May 2022. By way of exception, if We are no longer in a position to provide You with access to the English Premier League or the Italian Serie A or the UEFA Champions League from August of each contract year, You will have the right to terminate the Agreement without incurring the penalties stated in Clause F.1. You agree that other sports content may also change without notice and this does not entitle You to terminate the Agreement without incurring any penalties.
- b. You acknowledge that TSN are the rights holders of certain sporting events and these rights are temporary in nature and may change from time to time. You agree that any change or modifications in the channel line-up or sports content, unless as stated in clause E.4.a., shall have no effect on this Agreement and We shall not be liable for any modifications, termination or loss of any rights to sporting events.
- c. You understand that if You access the Service through Our Application Program and/or Third Party broadband and/or Third Party Equipment, including Chromecast, the Content (including, but not limited to, language) may vary from when You access the Service through Our Equipment.
- 5. Your free unlimited mobile minutes available in the Community shall be:
 - a. Available once You create the Community;
 - b. Assigned to up to four (4) members of Your Community as one bundle each. The minutes cannot be transferred from one member to another or to anyone else;
 - c. Applicable only when the Community member is in the Territory.
- 6. Your Community consists of the following:
 - a. The mobile number You have nominated as Your 'Main Number' in the Community;
 - b. Up to three (3) other GO mobile numbers that are subscribed to a mobile tariff plan that is compatible with this Bundle;
 - c. The members of the Community may only be part of one (1) Community at any point in time.
- 7. The free unlimited minutes are applicable for mobile calls made between the Community members, as well as calls made by the Community members towards the fixed voice Service number affixed to this Bundle. The fixed voice service number shall be charged the applicable tariff plan charges for calls made towards the Community members.
- 8. The Main Number shall be:
 - a. Responsible for the management of the Community until You decide otherwise;
 - b. Registered with Us on a mobile tariff plan that is compatible with the Bundle.
- 9. The mobile tariff plans that are compatible with the Bundle are:
 - a. Pay As You GO (the 'PAYG'): this will be automatically migrated to PAYG Home Pack upon accepting the invitation to join a Community. Once a PAYG Home Pack number leaves the Community, that number will be automatically migrated to the mobile tariff plan PAYG Base;
 - b. Pay Monthly tariff plans that are identified as being 'Home Pack Compatible'.
- 10. PAYG subscribers joining the Community shall be given the free unlimited minutes upon joining.
- 11. The Main Number may add or remove members in the Community at will. The first three invitations are free of charge, while any changes thereafter shall be charged as specified in clause C.3.o. A Community member may also leave the Community at any time by following the Community instructions available on Our website or from one of Our retail outlets.
- 12. If You remove a member during a month and add another one, the new member will not be eligible for the free minutes until the start of the following month.
- 13. The Community shall be automatically terminated if:
 - a. The Agreement is suspended or terminated for any reason;
 - b. We suspend and/or terminate any of the Services forming part of the Bundle for any reason attributable to You;
 - c. The Main Number terminates the Community;
 - d. The Main Number migrates to and/or terminate a mobile tariff plan not compatible with Home Pack.
 - e. You request Us to terminate the Community.
 - f. If You terminate the Community and do not create a new Community or assign a new Main number to create a new Community.

14. You are responsible for the management of the Community at all times. You are responsible to inform members of Your Community on the Community conditions prior to sending the invitation to join.

F. Minimum Term

- 1. **This Bundle has a minimum term of either one (1) month or (24) twenty-four months depending on the Tariff You subscribed to of section C.3.a and C.3.b, at time of application to this Bundle. The Bundle You subscribed to is stated on the Application Form found within this Agreement.**
- 2. **The minimum term shall come into force on the date that the last of the Services specified in clauses C.3.c to C.3.e is installed.**
- 3. **In the event that You subscribed to 24 month price guarantee Bundle, following the lapse of the minimum term, Your Bundle will remain active and the charge specified in clause C.3.a. will automatically become applicable, unless You inform us otherwise.**

G. Try and Buy

- 1. With this Bundle You are eligible for a Try and Buy of thirty (30) days. This means that within these days You can decide to stop the agreement without incurring the related Bundle Early Termination Fees. You may do so by visiting one of Our authorised outlets and returning any equipment in good working condition and with the original packaging. If these terms are not met, You will be charged a penalty fee as specified in the schedule of charges. This is applicable only if You are a new GO customer.

H. Other Important Terms

- 1. You agree to do everything You can to ensure that the Services mentioned in clauses C.3.c to C.3.e are installed within thirty (30) days from the date that Your Application Form is accepted by Us. The Bundle shall come into force when the last of these Services is installed.
- 2. The Services or add-ons 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 H.1, shall be charged at the rates specified in the respective service's Tariff Plan or Schedule of Charges.
- 3. You will not be able to activate the Community until the Bundle comes into force.
- 4. If, for any reason directly attributable to You, We are unable to provide You with all the Services specified in clauses C.3.c to C.3.e within the time period specified in clause H.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.
- 5. **If the Agreement or any of the Services specified in clauses C.3.c to C.3.e are terminated by You or for any reason directly attributable to You prior to the lapse of the term of Your Agreement as specified in Clause C.3.a & C.3.b, You shall be liable to pay the following penalty charges depending on Your Bundle:**
 - a. **A one-time Bundle Early Termination Fee of two/one hundred euro (€200/€100) during the first/second year of the term, respectively, or the remaining tariff, whichever is the lowest. This disconnection charge will fall due even if You are downgrading to any other Home Pack or Bundle, but will not apply if You are permanently moving to another Premises where we are unable to provide You with all or parts of the Bundle;**
 - b. **A one-time fee of €50 per TV Pass, or the remaining tariff, whichever is the lowest, if You are subscribed to one or more of the 24 month Price Guarantee TV Passes.**
- 6. If You decide to terminate or not renew the Bundle, You may still retain any or all of the Services individually. In this case, the charges as specified in the respective Tariff Plan or Schedule of Charges shall apply.
- 7. **Alternative Fixed Wireless Service**
 - a. If, for whatever reason at any time within Your term, We are unable to provide You with the Bundle and the Internet speed You subscribed to over a fixed connection, we may provide You with a Smart Hub and offer You the Bundle over a fixed wireless mobile connection on our Turbo internet tariff at a maximum speed of 35Mbps. Should You still decide on continuing with the Bundle Your connection speed will be set to reach a maximum of 35Mbps/15Mbps. Should You feel that this connection speed is not satisfactory, You may, within thirty (30) days from the Service activation of this fixed wireless mobile connection terminate the Bundle without incurring any penalties yet be liable to pay the relevant charges as specified in clause I.1 of the General Terms and Conditions. Should we not hear from You within these 30 days, You will then automatically be bound to the remaining Minimum term as stated in Your agreement.
 - b. If at the time of application You subscribed to a Bundle other than Home Pack Turbo and You later accept to be provided with a Smart Hub that is, You accept to have Your Bundle installed over a fixed wireless mobile connection, Your Agreement and billing will automatically be updated to Home Pack Turbo and any additional conditions and/or benefits that You were entitled to on any other Bundle will not remain applicable. For the avoidance of doubt, Smart Hub Terms and Conditions will also start to apply and the line speed listed in Your Agreement will also be updated to 'Estimated 35Mbps Fixed Wireless Mobile Connection'.
 - c. The conditions explained in clause 7.b will remain applicable until Your Premises are provided by Us with a fixed connection that is equivalent to or exceeds 35Mbps Internet Download speed. We will notify you of the date that Our technician can visit Your Premises and You undertake to cooperate with Us to effect this change.



HOME TALK TARIFF PLAN TERMS AND CONDITIONS

These terms and conditions were last updated on 7th May 2019

A. Your Agreement

- 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:
 - The Application Form
 - The Special Offer Terms and Conditions
 - The Bundled Plan Terms and Conditions
 - The Tariff Plan Terms and Conditions and/or Schedule of Charges
 - The End User Licence Agreement (EULA)
 - The Product Terms and Conditions
 - The General Terms and Conditions
- If any of these documents conflict with one another, the terms will apply in the order of precedence set out above.
- We reserve the right to stop, suspend, amend or otherwise alter this Tariff, the applicable charges and any benefits derived through it, as well as these terms and conditions, in accordance with applicable laws.

B. Definitions

- 'Residential' means that the Premises where the Service is installed are used wholly:
 - For residential purposes;
 - As non-governmental organisational Premises, if We decide in Our sole discretion to allow the said non-governmental organisations to benefit from this Residential Tariff Plan.

C. The Tariff

- The Home Talk Tariff Plan (the 'Tariff') is a Residential fixed voice Service provided by Us.
- You will be assigned this Tariff when signing an Agreement with Us on one of the following bundles:
 - GO Rapid Bundled Plan
 - Home Pack Bundled Plan.
- This Tariff is regulated by its terms and conditions. By subscribing to one of the packs with this Tariff 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 the packages offering this Tariff.
- The Tariff consists of the following:

	Charges	Charge	Charging Unit
a.	All local fixed calls	€0.05	Per Minute
b.	All local mobile calls	€0.22	Per Minute

	Calls to International Numbers	Charge
c.	Using 1021	As specified on Our website
d.	Using Direct Dialling	As specified on Our website

D. Explanation of Charges

- Unless otherwise stated, all charges quoted in this Tariff Plan are inclusive of VAT.
- Calls to International Numbers:
 - The rates for calls to non-local numbers are available on Our website. You may also request a printed copy from one of Our retail outlets.
- You may be required to pay additional charges if You opt for specific billing or payment methods. Further details are available in the Schedule of Charges.



RESIDENTIAL INTERNET TARIFF PLAN TERMS AND CONDITIONS

These terms and conditions were last uploaded on 7th May 2019

A. Your Agreement

- 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:
 - The Application Form
 - The Special Offer Terms and Conditions
 - The Bundled Plan Terms and Conditions
 - The Tariff Plan Terms and Conditions and/or Schedule of Charges
 - The End User License Agreement (EULA)
 - The Product Terms and Conditions
 - The General Terms and Conditions
- If any of these documents conflict with one another, the terms will apply in the order of precedence set out above.
- The Tariff applicable to Your Agreement is specified in the Application Form. We reserve the right to stop, suspend, amend or otherwise alter this Tariff, the applicable charges and any benefits derived through it, as well as these terms and conditions, in accordance with applicable laws.

B. Definitions

- 'Residential' means that the Premises where the Service is installed are used wholly:
 - For residential purposes;
 - As non-governmental organisational Premises, if We decide in Our sole discretion to allow the said non-governmental organisations to benefit from this Residential Tariff Plan.

C. The Tariff

- The Internet Tariff Plan (the 'Tariff') to which You are subscribed is an Internet Residential Service provided by Us. The Service is only provided in conjunction with a fixed voice Residential Service registered with Us. You subscribe to this Tariff by signing an Agreement with Us.
- The Tariff is regulated by its terms and conditions. By subscribing to the Tariff 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 the Tariff.
- The Tariff consists of the following:

E. Explanation of Service Description

- The Typical Speed Range (the 'TSR') corresponds to the 20th and 80th percentile marks of the measured access speed of a sample of subscribers on the Tariff. Where the 20th and 80th percentile marks are identical, only one figure is given. The sample is such that the results enjoy a statistical margin of error of 5% or better. For new Services, TSR is a realistic and prudent estimate.
- The download and upload speeds indicated in clause C.3.a are 'up to' speeds. The actual speed attained on Your connection may vary depending on a number of factors.
- When You subscribe to a Tariff You will be given a modem in order to enable Your connection to the Service. Where specified, We will provide You with the use of a wireless modem free of charge. Where You are not provided with a wireless modem with the Tariff, You may choose to upgrade to a wireless modem at the charge specified in the Schedule of Charges.
- The Tariff is provided with a self-installation option. If You would like Us to install the Service for You, We may do so at a charge as specified in the Schedule of Charges.
- The anti-virus and spam protection specified in clauses C.3.g and C.3.h are meant as a first line of defence only. You should ensure that You install adequate software protection and other security measures at Your end. You agree not to hold Us responsible if Your Equipment or other devices become infected with any kind of malicious software or if Your Service is otherwise compromised through the connection to the Internet.

F. Minimum Term

When You subscribe to a two (2) year contract:

- The minimum term for this Tariff and its applicable monthly charge is binding for twenty-four (24) months;**
- If you terminate the Agreement during the minimum term, You will be billed an early termination fee of €100, or the remaining tariff, whichever is the lowest. The early termination fee is inclusive of all taxes.**

G. Other Important Terms

- If the fixed voice Service over which Your Internet Service is provided is suspended or terminated, the Internet Service could be suspended or terminated as well.

	Service Description	Ready	Rapid	Turbo	Sonic	Super	Ultra	Giga
a	Typical Speed Range:							
	Download Speed	12-15Mbps	35 Mbps	70 Mbps	200 Mbps	300 Mbps	500 Mbps	1000 Mbps
	Upload Speed	1Mbps	5Mbps	15Mbps	20Mbps	20Mbps	20Mbps	20Mbps
b	Data Usage Cap	Limitless	Limitless	Limitless	Limitless	Limitless	Limitless	Limitless
c	Activation	Free	Free	Free	Free	Free	Free	Free
d	Use of Modem	Free	Free	Free	Free	Free	Free	Free
e	Wireless Modem	Included	Included	Included	Included	Included	Included	Included
f	Self-installation	Included	Included	Included	Included	Included	Included	Included
g	Anti-virus	Included	Included	Included	Included	Included	Included	Included
h	Spam protection	Included	Included	Included	Included	Included	Included	Included

D. Explanation of Charges

- The Tariff You subscribed to and its respective monthly charge is stated on the Application form found within this Agreement. Further details are also available in the Schedule of Charges.
- You may be required to pay additional charges if You opt for specific billing or payment methods. Further details are available in the Schedule of Charges.



RESIDENTIAL TV TARIFF PLAN TERMS AND CONDITIONS

These terms and conditions were last updated on 9th June 2020

A. Your Agreement

- 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:
 - The Application Form
 - The Special Offer Terms and Conditions
 - The Bundled Plan Terms and Conditions
 - The Tariff Plan Terms and Conditions and/or Schedule of Charges
 - The End User License Agreement (EULA)
 - The Product Terms and Conditions
 - The General Terms and Conditions
- If any of these documents conflict with one another, the terms will apply in the order of precedence set out above.
- The Tariff applicable to Your Agreement is specified in the Application Form. We reserve the right to stop, suspend, amend or otherwise alter this Tariff, the applicable charges and any benefits derived through it, as well as these terms and conditions, in accordance with applicable laws.

B. Definitions

- 'Residential' means that the Premises where the Service is installed are used wholly:
 - For residential purposes;
 - As non-governmental organisational Premises, if We decide in Our sole discretion to allow the said non-governmental organisations to benefit from this Residential Tariff Plan.

C. The Tariff

- The TV Tariff Plan (the 'Tariff') to which You are subscribed is a Residential TV Service provided by Us. The Interactive TV Service is only provided in conjunction with a fixed voice Service registered with Us. You subscribe to the Tariff by signing an Agreement with Us.
- The Tariff is regulated by its terms and conditions. By subscribing to the Tariff 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 the Tariff.
- The Tariff consists of the following:

Standalone Interactive TV				Digital Terrestrial	
Tariff Plan	Gold ¹	Silver ¹	Start	Silver	
a. Standard monthly fee - main stream	€32.00	€22.00	€10.00	€14.99	
b. Monthly fee for additional stream	€5 /stream	€5 /stream	€5 /stream	€5 /stream	

Tariff Plan	Home Pack Interactive TV (Prior May 2019)		Home Pack Interactive TV (Post May 2019)		Digital Terrestrial	
	Gold	Silver	Start	Entertainment ²	Silver	
c. Standard monthly fee - main stream	€10.00 / €20.00*	Included / €10.00*	€5.00	€9.99	€14.99	
d. 24 Month Price Guarantee monthly fee - main stream	n/a	n/a	€5.00	€5.99	n/a	
e. Monthly fee for additional stream	€5 /stream	€5 /stream	€5.00 /stream	€5.00 /stream	€5 /stream	

*Applicable with Home Pack Speed King

Service Description	Interactive TV				Digital Terrestrial	
	Gold	Silver	Start	Entertainment	Silver	
f. TV Channels	100+	70+	20+	70+	40+	
g. Interactive Services	Included	Included	Included	Included	n/a	
h. GO Interactive TV Box	€70	€70	€70	€70	n/a	
i. TV Box or CAM	n/a	n/a	n/a	n/a	€60	

¹ Silver & Gold are not applicable with the Home Pack launched in May 2019.

² Entertainment is only applicable with Home Packs launched post to May 2019.

Other Charges	Interactive				Digital Terrestrial	
	Gold	Silver	Start	Entertainment	Silver	
k. Installation for main outlet	€60	€60	€60	€60	€60	
l. Installation per additional outlet	€30	€30	€30	€30	€30	

D. Explanation of Charges

- Unless otherwise stated, all charges quoted in this Tariff Plan are inclusive of VAT.
- Monthly Fee:
 - The charge in clause C.3.b applies if You subscribe to activate the Service for viewing over more than one television set.
- Other Charges:
 - The GO Interactive TV Box specified in clause C.3.h may be required to access the Service, whether You opt to subscribe for the HD channels or otherwise.
- You may be required to pay additional charges if You opt for specific billing or payment methods. Further details are available in the Schedule of Charges.

E. Explanation of Service Description

- The Tariff may include Interactive Services. Where this is the case, the details are as specified from time to time in the product guide on Our website. You may request a printed copy from one of Our retail outlets.
- The Interactive Services are being provided to You as an added value service. You understand and agree that the rights holders of certain Content may request the discontinuation of some or all of these features and We will be obliged to comply immediately and without the need to give You any advance notice.
- Video On Demand (the 'VOD') allows You to view certain Programmes on a given channel on demand. The schedule of Programmes and their availability is determined by Our third party provider.

F. Other Important Terms

- TV installation is limited to Our Equipment. We exclude ourselves from installing Third Party Equipment and anything related to the Broadband service. For any avoidance of doubt, Chromecast is provided on a self-install basis.
- If the fixed voice Service over which Your Interactive TV Service is provided is suspended or terminated, the Interactive TV Service will be suspended or terminated as well.



SCHEDULE OF CHARGES – RESIDENTIAL FIXED VOICE

Rates are inclusive of 18% VAT

ONE-TIME INSTALLATION CHARGES

Talk/ /Talk Talk/Just Talk Residential (Post-paid)	€100.00
Pay As You GO fixed line Residential (Pre-paid)	€100.00
Home Talk Installation	€75.00

Details about Telecare, special needs devices and Star Services are available in their respective Schedule of Charges.

ADDITIONAL ONE-TIME CHARGES

Fixed Voice Technical Service Charge	€30.00
Extension Kit Telephone	€10.75
Disconnection Charges:	
Charge for each separate continuous period of disconnection	€8.25
Reconnection Charges:	
Reconnection charge after disconnection of service for failure to abide by prescribed regulations other than disconnection for non-payment	€13.74
Reconnection charge after disconnection of service for non-payment.	€27.49
Reconnection charge after disconnection	€27.49
Pay As You GO fixed line Residential connection penalty charge	€100.00
Shifting of fixed connection (over Fibre) within same premises	€60.00
Relocation of fixed connection from one location to another (Location Portability)	€100.00
Itemised bill	Free

LATE PAYMENT CHARGES

First penalty due to late payment	€ 2.33
Second penalty due to late payment	8%
A charge of €2.33 will be incurred if customers do not pay their bill. This charge will show on the first bill which shows arrears. If 10 days after the payment due date of the first bill which shows arrears, payment of arrears is not settled in full, interest at 8% per annum will commence and continue until payment is settled.	
Rejected Payment Charge	€5.00

Details about Telecare, special needs devices and Star Services are available in their respective Schedule of Charges.

RESIDENTIAL RENT AND APPLICABLE STANDARD LOCAL CALL CHARGES

TALK – MONTHLY RENT AT €11.99

Calls to all local fixed lines	Calls to all local fixed lines	Calls to all Local Mobile Networks	Calls to all Local Mobile Networks
(18:00 - 5:59)	Per Minute (06:00 – 17:59)	(18:00 - 05:59)	Per Minute (06:00 – 17:59)
€0.00	€0.05c	€0.00	€0.23c

HOME TALK

Calls to all Local Fixed Lines	Calls to all Local Mobile Networks
Per minute	Per minute
€0.05c	€0.22c

Home Talk is available with Home Pack Bundled Plan and GO Rapid Bundled Plan.



JUST TALK – MONTHLY RENT AT €13

Calls to GO Standard Fixed Lines	Calls to other Local Fixed Networks	Calls to GO Mobile Networks	Calls to other Local Mobile Networks	Calls to 1182
	Per Minute		Per minute (including calls to 1187* and 1189*)	Per Call
€0.00	€0.03c5	€0.00	€0.18c	€0.27c5

Just Talk is available with Home Pack Entertainment Queen and Speed King.

TALK TALK – MONTHLY RENT AT €12

Calls to GO Standard Fixed Lines	Calls to other Local Fixed Networks	Calls to Local Mobile Networks	Calls to 1182
		Per minute (including calls to 1187* and 1189*)	Per Call
€0.00	€0.00	€0.18	€0.27c5

Talk Talk has been discontinued and is only available to existing customers.

TALK ANYTIME – MONTHLY RENT AT €9.99

Calls to GO Standard Fixed Lines	Calls to other Local Fixed Networks	Calls to Local Mobile Networks	Calls to 1182
	Every minute or part thereof	Every 15 seconds or part thereof (including calls to 1187* and 1189*)	Per Call
€0.00	€0.03c5	€0.05c8	€0.27c5

Talk Anytime has been discontinued and is only available to existing customers.

PAY AS YOU GO FIXED LINE RESIDENTIAL (PRE-PAID) – NO MONTHLY RENT

Calls to Local Fixed Networks	Calls to Local Mobile Networks	Calls to 1182
Every minute or part thereof	Every minute or part thereof (including calls to 1187* and 1189*)	Per Call
€0.05	€0.25	€0.34

EASYLINE GO CALLING CARD SERVICE (PRE-PAID) – NO MONTHLY RENT

Calls to Local Fixed Networks	Calls to Local Mobile Networks	Calls to 1182
Every minute or part thereof	Every minute or part thereof (including calls to 1187* and 1189*)	Per Call
€0.10	€0.50	€0.55



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e customercare@go.com.mt w www.go.com.mt
Company Registration No.: C22334
EXO 413 VAT Registration No.: MT1282-6209

CALLING SCHEMES

Add-ons applicable with Home Talk only	Monthly rental charge
LIMITLESS all Local Fixed & Mobile	€3.99
* Unlimited Fixed International calls to EU, USA, CAN and AUS	€7.99

Add-ons applicable with Just Talk only	Monthly rental charge
LIMITLESS all Local Fixed	€3
LIMITLESS all Local Mobile	€5
* Unlimited Fixed International calls to EU, USA, CAN and AUS	€7.99

Add-ons applicable with Talk Talk only	Monthly rental charge
LIMITLESS all Local Mobile	€5
* Unlimited Fixed International calls to EU, USA, CAN and AUS	€7.99

Add-ons applicable with Talk Anytime only	Monthly rental charge
LIMITLESS all Local Fixed	€3
LIMITLESS GO Mobile	€5
LIMITLESS all Local Mobile	€15
* Unlimited Fixed International calls to EU, USA, CAN and AUS	€7.99
60 Minute Bundle to Other Local Fixed Networks	€1.50

* Unlimited Fixed International calls to EU, USA, CAN and AUS do not include international premium rated numbers.

INTERNATIONAL CALL CHARGES

Full details about international charges can be obtained from our Residential Voice section on GO's Website at www.go.com.mt. A printed copy may also be obtained from one of GO's Retail Outlets.

DIRECTORY CALL CHARGES

Up-to-date rates about directory charges for contracts signed after 6th May 2019 can be obtained from the Directory section on GO's website at <https://www.go.com.mt/terms-and-conditions>. A printed copy may also be obtained from one of GO's retail outlets.

Directory Call Rates listed for Just Talk, Talk Anytime, Talk Talk and Pay as You GO / EasyLine Calling Card service are applicable to contracts signed up to 6th May 2019.



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SCHEDULE OF CHARGES - RESIDENTIAL BROADBAND

Rates are inclusive of 18% VAT

ONE-TIME PROVISIONING CHARGES

Distributed DSL splitter (the first one is provided free of charge with the modem)	€ 5.00
Centralised filter	€ 10.00
Permanent change in access number	€ 22.00
Temporary change in access number	€ 23.87

SUPPORT CHARGE

Internet technician support	€ 30.00
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RENTAL CHARGES

Fixed IP address	Monthly € 2.32
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STANDALONE INTERNET SERVICES

INTERNET SERVICE⁽¹⁾

Ready (15Mbps/1Mbps)	€ 23.00
Rapid (35Mbps/5Mbps)	€ 40.00
Turbo (70Mbps/10Mbps)	€ 80.00
Fibre Turbo (100Mbps/10Mbps)	€ 80.00
Fibre Sonic (200Mbps/20Mbps)	€ 100.00
Fibre Ultra (500Mbps/20Mbps)	€ 300.00
Plug'n'GO Internet (35Mbps/15Mbps)	€ 30.00
GO Smart Wi-Fi Starter Package	€ 2.99
GO Smart Wi-Fi additional pod	€ 2.99

INTERNET SERVICE 2 YEAR SERVICE AGREEMENT⁽¹⁾

Ready (15Mbps/1Mbps)	€ 20.00
Rapid (35Mbps/5Mbps)	€ 27.00
Turbo (75Mbps/10Mbps)	€ 44.00
Fibre Turbo (100Mbps/10Mbps)	€ 44.00
Fibre Ultra (500Mbps/20Mbps)	€ 240.00
Plug'n'GO Internet (35Mbps/15Mbps)	€ 25.00

LIMITLESS INTERNET SERVICE⁽¹⁾ - DISCONTINUED

Internet 5Mbps	€ 15.00
Internet 15Mbps	€ 25.00
Fast Internet 35Mbps	€ 35.00

LIMITLESS INTERNET 2 YEAR SERVICE AGREEMENT⁽¹⁾ - DISCONTINUED

Internet 5Mbps	€ 12.00
Internet 15Mbps	€ 17.00
Fast Internet 35Mbps	€ 27.00
Superfast Internet 75Mbps	€ 55.00

DEPOSITS (ONLY WHERE APPLICABLE)

AlwaysON Modem Speedtouch 546/706	€ 45.00
AlwaysON Modem Speedtouch 585	€ 70.00

UPGRADES ADDITIONAL MONTHLY RENTAL CHARGES

DUO PACK, INTERNET UPGRADES⁽¹⁾

Rapid with Duo Pack Ready	Included
Turbo with Duo Pack Rapid	Included
Rapid with GO Rapid Bundle Plan ⁽²⁾	Included

UPGRADES ADDITIONAL MONTHLY RENTAL CHARGES – AVAILABLE WITH PACKS LAUNCHED BEFORE 06/05/19

HOME PACK INTERNET UPGRADES⁽¹⁾

Fibre Turbo/ Turbo Internet With Home Pack - Entertainment Queen – (Fibre Turbo in Fibre Areas & Turbo in Copper Areas)	Included
Fibre Sonic Internet With Home Pack - Entertainment Queen	€ 10.00
Fibre Ultra Internet With Home Pack - Entertainment Queen	€ 35.00
Sonic Internet With Home Pack - Speed King	Included
Fibre Ultra Internet With Home Pack - Speed King	€ 25.00
Ready With Home Pack/Interactive Ready	Included
Rapid With Home Pack/Interactive Ready	€ 5.00
Rapid With Home Pack/Interactive Rapid	Included
Turbo With Home Pack/Interactive Rapid	€ 15.00
Turbo With Home Pack Interactive Fibre Turbo	Included
Fibre Sonic With Home Pack Interactive Fibre Turbo	€ 20.00
Fibre Sonic With Home Pack Interactive Fibre Sonic	Included
Fibre Ultra With Home Pack Interactive Fibre Sonic	€ 40.00

UPGRADES ADDITIONAL MONTHLY RENTAL CHARGES – AVAILABLE WITH HOME PACKS LAUNCHED MAY 2019

HOME PACK INTERNET UPGRADES⁽¹⁾⁽²⁾

Turbo With Home Pack Bundled Plan (with Optional TV)	Included
Super With Home Pack Bundled Plan (with Optional TV)	Included
Giga With Home Pack Bundled Plan (with Optional TV)	Included

LIMITLESS DUO PACK - PHONE & INTERNET, INTERNET UPGRADES⁽¹⁾ - DISCONTINUED

Duo Pack Internet 15Mbps	Included
Duo Pack Fast Internet 35Mbps	€ 10.00
Duo Pack Super Fast Internet 75Mbps	€ 40.00

LIMITLESS HOME PACK INTERNET UPGRADES⁽¹⁾ - DISCONTINUED

Home Pack Internet 15Mbps	Included
Home Pack Fast Internet 35Mbps	€ 6.00
Home Pack Super Fast Internet 75Mbps	€ 25.00



RETENTION CHARGE

Internet service retention charge (change of ownership)

Free

ACTIVATION CHARGES

Plug'n'GO Activation Charge
 GO Smart Wi-Fi Activation Charge

€75.00
 €30.00

PENALTY CHARGES

Residential Internet 2 year service agreement early termination fee
 Duo Pack/ Home Pack Starter Jack (Phone + Internet) early termination fee
 Home Pack early termination fee (1st Year)
 Home Pack early termination fee (2nd Year)
 Plug'n'GO early termination fee (1st Year)
 Plug'n'GO early termination fee (2nd Year)
 Lost/stolen/damaged or unreturned Internet Modem
 Lost/stolen/damaged or unreturned Alcatel I-010G-U ONT device
 Lost/stolen/damaged or unreturned Technicolor TG799 modem
 Lost/stolen/damaged or unreturned Smart Hub (Sagemcom GO Hybrid Router Fast 5370 Air)
 Lost/stolen/damaged or unreturned GO Smart Wi-Fi Pod
 Other penalty charges

€100.00
 €100.00
 €200.00
 €100.00
 €150.00
 €75.00
 € 50.00
 € 100.00
 € 90.00
 € 150.00
 € 75.00
 as applicable

LATE PAYMENT CHARGES

First payment due to late payment
 Second penalty due to late payment
 A charge of €2.33 will be incurred if customers do not pay their bill. This charge will show on the first bill which shows arrears. If 10 days after the payment due date of the first bill which shows arrears, payment of arrears is not settled in full, interest at 8% per annum will commence and continue until payment is settled.

€ 2.33
 8%

Rejected Payment Charge

€5.00

LEGAL AND ADMINISTRATIVE FEES

as applicable

- (1) For these products, E-Billing is the default method for billing purposes. Customers are required to supply GO with a valid email address where notifications will be sent inter alia informing the customer that the bill has been issued and any other information. It is the customer's responsibility to inform GO of any change in his email address. If customer opts for a printed bill sent by post to his billing address he will be charged an additional two euro (€2) per bill.
- (2) For these products, Direct Debit Mandate (DDM) is the default payment method of this Bundle. If You opt not to pay via DDM, a €1.00 monthly charge applies per bill issued.

TYPICAL SPEED RANGE FOR INTERNET PRODUCTS

As per MCA Decision Notice MCA/D/13-1475 dated 1st February 2013, below please find the Typical Speed Range associated with the Internet product. The customer can identify the download and upload speed associated with his/her Internet product through the Internet Tariff Plan which is printed with this contract.

DOWNLOAD SPEED		UPLOAD SPEED	
ADVERTISED SPEED / MBPS	TYPICAL SPEED RANGE / MBPS	ADVERTISED SPEED / MBPS	TYPICAL SPEED RANGE / MBPS
5	5	0.5	0.5
Ready (15)	15	Ready (1)	1
Rapid (35)	33-35	2	2
Turbo – Home packs launched May 2019 (75)	48-75	Rapid (5)	5
Turbo – Duo / Home packs launched before May 2019 (70)	48-70	Turbo (10)	10
Fibre Turbo (100)	100	Fibre Sonic (20)	20
75	57-75	Fibre Ultra (20)	20
Fibre Sonic (200)	200	Super (20)	20
200	200	Giga (20)	20
Fibre Ultra (500)	500		
Super (300)	300		
Giga (1000)	1000		
4	4		
12	12		
20	20		

The Typical Speed Range is measured in accordance with the MCA specifications in the above mentioned Decision Notice. Where the 20th and 80th percentile marks are the same, a single figure is given in the above table.



GO INTERACTIVE TV - Residential Schedule of Charges – Rates are inclusive of 18% VAT

One-Time Installation and Equipment Charges

Main / Summer Residence:

Standard Installation of Main GO Interactive Outlet	€60.00
Standard Installation of each additional GO Interactive Outlet	€30.00
Home Plugs – Devolo 550+ (optional)	€54.99
Home Plugs – Devolo 1200+ (optional)	€125.00
Self-Installation Kit	€20.00
Chromecast device – self installation only	€42.00

Lease of Equipment *

Lease per GO Interactive TV Box	€70.00
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Deposit required on Equipment

Lease of GO standard ADSL modem	€45.00
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*Equipment remains the property of GO p.l.c

Monthly Service Charges

TV

Start Interactive TV	€10.00
Silver Interactive	€22.00
Gold Interactive including HD	€32.00
Per TV additional stream	€5.00

TV with Home Pack

Home Pack Interactive (1 st TV stream)	Included
Per TV additional stream	€5.00

Gold Add-on with Home Pack – Entertainment Queen & Home Pack Speed King Fibre	€10.00
Gold Add-on with Home Pack - Speed King	€20.00
Gold GO Stars and GO Box sets Add-on *	€15.00

* Subscription to Interactive TV is a must. Available with Limitless Home Pack Silver Interactive, Home Pack Interactive Fibre Turbo, Home Pack Interactive Rapid, Home Pack Interactive Ready, Home Pack Entertainment Queen, Home Pack Speed King (Fibre)

TV with Home Pack (Launched May 2019)

TV Stream (including Start TV Channel Line-up)	€5.00
TV Entertainment Pass Standard	€9.99
TV Entertainment Pass 24 Month Price Guarantee	€5.99
TV Sports Pass Standard	€9.99
TV Sports Pass 24 Month Price Guarantee	€5.99
TV Stars and Box sets Standard	€9.99
TV Stars and Box sets 24 Month Price Guarantee	€5.99

TV with Duo Pack

Duo Pack Start Interactive TV & Phone (1 st TV stream included)	€20.00
Silver Add-on with Duo Pack TV & Phone	€10.00
Gold Add-on with Duo Pack TV & Phone	€20.00
Per TV additional stream	€5.00

Premium Services

Premium services are offered on a shared basis on GO Interactive TV and are additional to the subscription charges to the GO TV Service.

HD (This is only chargeable with Limitless Home Pack Interactive TV)	€4.99
GO Stars	€6.99
GO Box sets **	€4.99
GO Stars and GO Box sets Combo	€7.99
GO Sports Standard *	€7.99
GO Sports Premium	€9.99
GO Sports Premium (12 month commitment) *	€9.99
GO Sports Premium (24 month commitment) *	€9.99
GO Sports Premium (24 month commitment) (Available only with Home Pack Interactive Fibre Sonic)	€5.99

* Packages not available as from the 31st July 2018

** This add-on is only applicable when customer is benefiting from free GO Stars



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European Football Leagues and Tournaments on GO Sports

The following live sports rights have been acquired on an exclusive basis and are licensed to Us for a definite term as defined in the table below:

European Football	Expiry of Broadcast Rights
Premier League	May 2022
UEFA Champions League	May 2021
Serie A	May 2021

Other Charges

Service Calls	€30.00
Relocation of Interactive TV/GO Interactive TV Box on said premises	€30.00
Collection or Recovery Fees	€25.00
Reconnection Fee	€15.00
Temporary change in access number	€23.87
Change of Registered Residential Subscriber	€13.85
Transfer of TV service to summer residence	€60.00

TV Upgrade charge – per Equipment (exchanging between; any type of GO Interactive TV Boxes, a GO Interactive TV Box to a Chromecast or vice versa) **€25.00**

Lost/stolen/damaged or unreturned GO Interactive TV Box **€70.00**

Lost/stolen/damaged or unreturned Chromecast (this charge only applies if You choose Chromecast as a free device with Your 24 month Price Guarantee Home Pack Bundle) **€42.00**

Lost/stolen/damaged or unreturned Remote Control **€ 10.00**

Lost/stolen/damaged or unreturned Always On Modem Speedtouch 546/706/585 **€ 50.00**

Lost/stolen/damaged or unreturned Alcatel I-010G-U ONT Device **€100.00**

Lost/stolen/damaged or unreturned Technicolor TG799 modem **€ 90.00**

Late Payment Fee (30 days past due) **€2.33**

Late Payment Fee (Over 60 days past due) **Maximum allowed by law (8% per annum)**

Rejected Payment charge **€5.00**

Other penalty charges **as applicable**

Legal and administrative fees **as applicable**

⁽¹⁾ For these products, E-Billing is the default method for billing purposes. Customers are required to supply GO with a valid email address where notifications will be sent inter alia informing the customer that the bill has been issued and any other information. It is the customer's responsibility to inform GO of any change in his email address. If customer opts for a printed bill sent by post to his billing address he will be charged an additional two euro (€2) per bill.



TV PRODUCT TERMS AND CONDITIONS

These terms and conditions were last updated on 4th November 2020.

A. Your Agreement

- 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:
 - The Application Form
 - The Special Offer Terms and Conditions
 - The Bundled Plan Terms and Conditions
 - The Tariff Plan Terms and Conditions and/or Schedule of Charges
 - The End User License Agreement (EULA)
 - The Product Terms and Conditions
 - The General Terms and Conditions
- If any of these documents conflict with one another, the terms will apply in the order of precedence set out above.
- The channel or Programme providers with whom We have a separate agreement are not a party to this Agreement.

B. Definitions

- 'Digital TV' or 'Digital Terrestrial TV' or 'DTTV' can be used interchangeably and mean the television service that is delivered through the use of an antenna.
- '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.
- 'Interactive TV' means the television service that is delivered over broadband.
- 'Interactive Services' means features that are made available with Interactive TV and are delivered over Our broadband network.
- 'Package/s' means a set of television channels and/or Programming that We make available with the Service.
- '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.

C. Your Service

- We will provide You with access to the Service as specified in Your Application Form. The details of Your Service are specified in the Tariff Plan and Schedule of Charges. We will provide You with, amongst other things:
 - Access to all the channels that form part of the Package/s;
 - An EPG 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 service.
- 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.
- Your Service may include Interactive Services. The details on the Interactive Services available to You can be found on Our website. Some Interactive Services are dependent on the EPG.

4. In the case of Interactive TV, the bandwidth may be shared with Your Internet Service.

- You will need to lease all Equipment necessary to connect to the Service. The availability of the Equipment does not automatically mean that You have the Service activated.
- Unless otherwise stated in the Agreement, You undertake that You or anyone else making use of the Service will:
 - Use the Service only in the Premises where it is registered;
 - Use the Service solely for private and non-commercial purposes;
 - Report to Us the unauthorised reception of any Content;
 - Not tamper with Our signals or take any action to alter or avoid any security or access control or restriction associated with the Service or Equipment;
 - Not use or allow anyone else to use the Service for any unlawful purpose, including the violation of copyright laws through the use, production, copying, recording, rebroadcasting or redistribution of any part of the Service;
 - Not to copy, record, redistribute or relay, whether in whole or in part, any of the channels or Programmes received through the Service;
 - Not to sell or charge others for watching any channel or Programme;
 - Not to show any channel or Programme in public outside the Premises even if this is done free of charge;
 - To stop using the Service immediately upon the expiry or prior to termination, for whatever reason, of the Agreement;
 - Not to connect any unauthorised device or equipment to the Equipment to be used with the Service.

- We will suspend or terminate the Agreement immediately if We become aware that Your Service is being used in breach of the conditions laid out in clause C.6. This is without prejudice to any other right or remedy available to Us at law or under the Agreement. You also agree to indemnify and hold Us harmless for any third party claims that may arise as a result of such a breach.
- 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:
 - Due to circumstances beyond Our control, such as decisions of Programme providers, technical difficulties, or any unforeseeable circumstances;
 - As a consequence of the suspension or termination of an agreement that We may have with any particular channel or Programme provider;
 - To temporarily or permanently improve or upgrade the Service.
- Notwithstanding clause C.8, if, within a consecutive twelve (12) month period, we affect a change to a minimum of five (5) channels that results in a fifteen percent (15%) or more change of channels in Your Package, We will notify You of these changes. We may do so by means of an on-screen message, in writing or through any other means We have to contact You. You may choose to terminate Your Agreement with Us within thirty (30) days of such notification without incurring any penalties. Further details on this process are available in the General Terms and Conditions. This clause does not apply if the change increases the number of channels available to You.
- You cannot choose individual channels from within any Package unless specifically stated in the Agreement.
- Some of the Equipment We provide You may have an in-built memory space for recording purposes. This Equipment is available solely with Services that provide the recording functionality. If You use up all the space on Your Equipment, We shall not be obliged to provide You with any additional memory space. You acknowledge that part of the built-in memory of the Equipment is reserved for Our use for future applications, fault reporting, etc.
- You agree that We may disable or remotely alter the functionality of Your Equipment to prevent You from copying certain channels or Programmes if We become obliged to do so.
- 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 from when You access the Service through Our Equipment.
- We reserve the right to, from time to time:
 - Advise You of additional applications, 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;
 - 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.
- Wherever reasonably possible, We will do Our best to notify You in advance of any interruption, suspension or termination of Service. We reserve the right to notify You through an on-screen message.

D. Accessing the Service

- The Service is available to You by accessing Our Application Program that has been downloaded on one of the following when connected to a broadband network:
 - Your Device;
 - Our Equipment; and/or
 - Third Party Equipment.
- 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.
- We are not responsible for any Third Party Equipment, and do not warrant their performance, nor do we 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.
- The Service can be used on an unlimited number of Registered Devices dependent on the number of Streams which You have subscribed to as part of Your Service.
- 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.
- 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.



- The rights to the usage of the Service and the contents 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.

E. Software License and Third Party Services

- 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.
- 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.
- For Software not accompanied by a EULA:
 - You are granted a revocable, non-exclusive, non-transferable license by Us or Our third party licensor(s) to use the Software;
 - You are not granted any title or rights of ownership in the Software;
 - You agree not to make any copies of the Software;
 - 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.
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