



HOME PACK INTERNET BUNDLE TERMS AND CONDITIONS

These terms and conditions were last updated on 15th 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 consist of the following:

Bundle	Home Pack – Turbo	Home Pack – Super ¹	Home Pack – Giga ¹	Minimum Term
a. Monthly fee – Standard (no commitment)	€30	€35	€55	1 Month
b. Monthly fee – 24 Month Price Guarantee	€25	€30	€50	24 Months

Included within the Bundle	Home Pack – Turbo	Home Pack – Super ¹	Home Pack – Giga ¹
c. Fixed Voice Service	Home Talk		
d. Internet Service (Download Speed / Upload Speed)	100/15 Mbps*	300/30 Mbps	1000/60 Mbps
e. 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.

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

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

*Add-ons available in Fibre areas only.

Other Charges		Home Pack
k. Changes to the Community members		€1.16/ change
l. Fixed Voice Installation		€75 ²
m. Non-Direct Debit Mandate charge/bill issued		€1/month
n. 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 and C.3.d 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.e.
 - The charges for the individual services are specified in their respective Tariff Plans and/or Schedules 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.
- Other Charges:
 - The charge in clause C.3.k 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.m.
 - 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.n.

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 and C.3.d. This means that:
 - 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.l.
 - 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.d.
- 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.
- Your free unlimited mobile minutes available in the Community shall be:
 - Available once You create the Community;
 - Assigned to up to three (3) members of Your Community as one bundle each. The minutes cannot be transferred from one member to another or to anyone else;
 - Applicable only when the Community member is in the Territory.
- Your Community consists of the following:
 - The mobile number You have nominated as Your 'Main Number' in the Community;
 - Up to three (3) other GO mobile numbers that are subscribed to a mobile tariff plan that is compatible with this Bundle;
 - The members of the Community may only be part of one (1) Community at any point in time.
- 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.
- The Main Number shall be:
 - Responsible for the management of the Community until You decide otherwise;
 - Registered with Us on a mobile tariff plan that is compatible with the Bundle.
- The mobile tariff plans that are compatible with the Bundle are:
 - 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;
 - Pay Monthly tariff plans that are identified as being 'Home Pack Compatible'.
- PAYG subscribers joining the Community shall be given the free unlimited minutes upon joining.
- 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.k. 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.
- 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.



11. 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.
12. 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 and C.3.d 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 and C.3.d 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 and C.3.d 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 and C.3.d 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;**
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

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 - 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
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 - The Product Terms and Conditions
 - The General Terms and Conditions
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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	15Mbs	20Mbs	20Mbs	20Mbs	20Mbs
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.



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



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

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

Last Updated October 2020



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.