



## GO TV CONTRACT SUMMARY

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 EXO 413 VAT Registration No.: MT1282-6209

### Contract Summary

This contract summary provides the main elements of this service offer as required by EU law. It helps to make a comparison between service offers. Complete information about the service is provided in other documents.

#### Services and equipment

Description of Service: The GO TV service is an interactive TV service which provides access to one (1) TV stream. One may activate additional TV streams against an extra monthly charge. Additional TV Passes are also available at an additional charge. The subscriber can take up the GO TV service on any internet connection.

| GO TV Standard Service         |                             |
|--------------------------------|-----------------------------|
| Service Description            | 1 Stream including Start TV |
| Optional TV Passes             |                             |
| TV Entertainment Pass          |                             |
| TV Channels                    | 70+                         |
| TV Stars & Box sets Pass       |                             |
| GO Stars HD Channel            | Included                    |
| GO Stars on-demand             | Included                    |
| GO Box Sets on-demand          | Included                    |
| TV Channels                    | 2                           |
| TV Sports Pass                 |                             |
| GO Sports Premium TSN Channels | Included                    |

#### Speeds of the internet service and remedies:

We will endeavour to provide you with a consistent and fault-free service, however we acknowledge that this may not always be possible. If you encounter a fault or a problem with our service, you should inform us and we will look into it. If, upon further investigation you are still not satisfied with the outcome, you may contact the Malta Communications Authority (MCA), Valletta Waterfront, Valletta, or in any other office they may hold at the time.

#### Price

| GO TV   |                 |
|---|-----------------|
| Standard Monthly fee                            | €5 per month    |
| Optional Add-Ons                                |                 |
| Per additional stream                           | €5 per month    |
| TV Entertainment Pass                           | €9.99 per month |
| TV Sports Pass                                  | €9.99 per month |
| TV Stars & Box sets Pass                        | €9.99 per month |
| Other Charges                                   |                 |
| Optional Lease of GO Interactive TV boxes       | €70 per TV box  |
| Optional TV Installation                        | €30 per outlet  |
| Self-Installation Kit                           | €20             |
| Non-Direct Debit Mandate charge per bill issued | €1 per month    |
| Printed Bill                                    | €2 per bill     |
| Chromecast device (one-time fee)                | €42             |

Other Fees may apply

#### Duration, renewal and termination

The GO TV service is offered on a month-on-month basis. When terminating the service no penalty fees apply.

Features for end-users with disabilities: N/A

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