



Last Updated: 28/07/21
DUO PACK BUNDLED PLAN CONTRACT SUMMARY

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 Company Registration No.: C22334
 EXO 413 VAT Registration No.: MT1282-6209

Contract Summary

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

Services and equipment

Description of Service:

- The Duo Pack Bundled Plan consists of fixed telephony and Start Interactive service.

Duo Pack Start Interactive Phone & TV	
TV Service	Start
TV Access	One
Number of TV channels	20+
Interactive TV services	Included
Voice Service	Just Talk – Free calls to GO Fixed lines and GO mobile networks
Limitless Fixed & Mobile calls to other local networks	Optional
Limitless Fixed calls to EU, USA, Canada, Australia	Optional
TV Passes	Optional

TV Service Add-ons

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

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

Equipment:

Included Equipment	
Wi-Fi Internet Modem	
1 TV equipment (GO Interactive TV box)	

Speeds of the internet service and remedies:

Service does not include internet access.

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

Duo Pack Start Interactive Phone & TV	
Standard fee	€20 per month
Optional Add-Ons	
Limitless Fixed & Mobile calls to other local networks	€3.99 per month
Limitless Fixed calls to EU, USA, Canada, Australia	€7.99 per month
Per additional stream	€5 per month
TV Entertainment Pass	€5.99 per month
TV Stars & Box sets Pass	€5.99 per month
TV Sports Pass	€5.99 per month
Other Charges	
Lease of additional GO Interactive TV boxes	€70 per TV box
Fixed Voice Installation	Free
TV Installation – Main TV outlet	Free
Optional TV Installation – Additional outlet	€30 per outlet
Self-Installation Kit	€20
Chromecast device (one-time fee)	€42
Non-Direct Debit Mandate charge per bill issued	€1 per month
Printed Bill	€2 per bill

Other Fees may apply

Duration, renewal and termination

- This bundle has a minimum term of twenty-four (24) months.
- Following the 24-month term the subscriber can decide to terminate the Bundle or to sign a new agreement.
- When terminating the agreement or any of the services during the minimum term, a one-time penalty charge of €50 applies, or the remaining monthly fees till the end of the minimum term, whichever is lowest.

Features for end-users with disabilities: N/A