



Price developments for January - March 2020

As at 31st March 2020

- This publication outlines price developments for electronic communications.
- Main items of this publication:
 - ✓ changes to existing offers and services; and
 - ✓ comparison between plans and offers of different service providers.
- This document is not intended to provide an exhaustive description of the mentioned plans. More information can be retrieved directly from the website of local service providers (also refer to links provided in Slide 8).
- All price figures quoted in this presentation include VAT but exclude excise tax, unless stated otherwise.
- Only products advertised on operators' websites are listed in this snapshot. Operators may offer other plans on which information is only available in the general terms and conditions.



Abbreviations

| | |
|----------------------|---|
| ETF | Early termination fee |
| On-net | SMS/calls terminating on the same network |
| Off-net | SMS/calls terminating on a different network |
| FTF | fixed-to-fixed |
| FTM | fixed-to-mobile |
| FTI | fixed-to-international |
| MTF | mobile-to-fixed |
| MTM | mobile-to-mobile |
| MTI | mobile-to-international |
| T&Cs | terms and conditions |
| PPU | pay per use |
| Outside bundle rates | rate per Mb / per minute / per SMS when exceeding monthly allowance |



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Offers during COVID-19 effective as at March 2020

- GO offers

- Free television channels

Entertainment channels, movies on GO Stars and 20 Start TV channels on offer for free to all GO TV customers. The entertainment channels include Nick Junior, Boomerang, Disney Junior, Cartoonito, BBC Entertainment, Fox Life, Fox, Animal Planet, Sky News, which are available to everyone (including all non-GO customers) through the GO TV app.

- Support for frontline services

Nurses, doctors, police, firefighters, members of the armed forces and public health care workers will automatically receive a free 30-day bundle, consisting of 10GB of data and 1000 minutes.

- Melita offer

- All TV customers to get access to four kids channels namely Disney Channel 450, Cartoonito 455, Nick Junior Global 461 and Nickelodeon HD 470.



Offers during COVID-19 effective as at March 2020

- Melita offers

- Free channels

All TV customers to get access to four kids channels namely Disney Channel, Cartoonito, Nick Junior Global and Nickelodeon HD.

Other free channels include BBC Entertainment, Melita More, IDX HD, Foxlife, Home and Garden TV, TLC.

- Free mobile data

An extra 5GB of mobile data every week to customers that are doctors, nurses, and members of the police and armed forces.



Offers during COVID-19 effective as at March 2020

- Vodafone Malta offers
 - Free app.

All families in Malta will be provided with 3 months free access to Azoomee. This application provides safe entertainment for children through games, TV series and educational content. Maltese families can gain free access to the platform, regardless of their service provider, by creating an Azoomee account.

- Free mobile data and minute allowances

Mobile data, minutes and credit for free to customers who are stranded in highly impacted countries (i.e countries defined as high-risk by the local health authorities by the 13th of March). Free data and minutes will also be provided to healthcare workers and law enforcement officers. These benefits will be available throughout the month of April 2020.

Update to fixed telephony plans by GO effective as at March 2020

- GO notifies higher monthly access fee for 'Talk' plan, as from 1st April 2020.
- 'Talk Talk' plan discontinued. Existing customers already subscribed to the 'Talk Talk' plan will continue making use of this plan uninterrupted.

| 'Talk' plan | June 2019 | July 2019 | April 2020 |
|-----------------------------------|---------------------------|-----------------------|-----------------------|
| Monthly Access fee | €8.50 | €9.99 | €11.99 |
| Allowances – FTF calls | 40 on-net FTF night calls | Unlimited night calls | Unlimited night calls |
| Allowances – FTM calls | Not applicable | Not applicable | Unlimited night calls |
| Calls to all local mobile network | €0.23 per minute | €0.23 per minute | €0.23 per minute |
| Calls to all local fixed networks | €0.13 per call | €0.05 per minute | €0.05 per minute |
| Calls to 1182 | €0.275 per call | €0.52 per minute | €0.52 per minute |
| Calls to 1187 | €0.23 per minute | €0.52 per minute | €0.52 per minute |

| Stand-alone fixed telephony plans | GO Talk | Melita Telephony Fixed Line |
|---|---------------------------|-----------------------------|
| Monthly Access fee (24-month agreement) | €11.99 | €9.99 |
| Allowances | Unlimited night FTF calls | Unlimited FTF calls |
| Calls to all fixed numbers | €0.05 per minute | Unlimited allowance applies |
| Calls to all mobile numbers | €0.23 per minute | €0.23 per minute |



Appendix

- Link for GO: <https://www.go.com.mt/covid-19>
- Link for Melita: <https://www.melita.com/covid-19/h>
- Link for Vodafone Malta: <https://www.vodafone.com.mt/covid-19>



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