



Malta Union of Midwives & Nurses Association FAQs

What does the plans consists of?

➔ The plan is the Infinity 5GB tariff Plan which includes unlimited calls and unlimited SMSs to local ,EU and UK numbers, unlimited local data,5gb when roaming in EU Zone 1 + 200 minutes and 200 SMS from Malta to all worldwide numbers + 50% discount on non-EU Roaming

The cost is of €25.00 (+4% excise tax*) per month for the duration of the 24 month agreement.

➔ The plan is the Infinity Unlimited tariff Plan which includes unlimited calls and unlimited SMSs to local ,EU and UK numbers, unlimited local data,30gb when roaming in EU Zone 1 + 200 minutes and 200 SMS from Malta to all worldwide numbers + 50% discount on non-EU Roaming

The cost is of €20.00 (+4% excise tax*) per month for the duration of the 24 month agreement.

**This is a government tax.*

Can I apply for this plan with more than one mobile number?

➔ Yes, you can have more than one mobile number registered with this scheme as long as the number is registered on the MUMN member.

Can I add family members on this plan?

➔ Yes you can. Please note that as indicated above, the mobile number must be registered under the MUMN member. In order to proceed, we would need the current registered person with his/her ID card and the MUMN member with his/her ID card together with the membership card. Both parties are requested to sign so that we change the registration details.

If my provider is Melita or Vodafone, what is the procedure to port in with GO and make use of this plan?

- ➔ If your current provider is either Melita or Vodafone, we need to fill the port in papers. We will take care of porting in your mobile number with GO and advise Melita or Vodafone accordingly. You will keep the same number and GO will provide you with a free new SIM card.
- ➔ You would need to settle any opt-out fees should you are currently tied with an agreement.
- ➔ If you are on pre-paid and have under EUR15.00 of unused credit, we will deduct the current credit in your first bill.
- ➔ Port in procedure consists of either of the following:
 - If you are Melita or Vodafone post-paid (contract), port in with GO will be completed within three working days.
 - If you are Melita or Vodafone pre-paid, port in with GO will be completed within the day the request with the other provider is made.

What if I am on a GO pre-paid plan?

➔ This plan is a post-paid plan. Hence the change from pre-paid to post-paid will be completed within the same working day. You will keep the same SIM card. Any unused credit will be deducted in your first bill.

What if I have a two year agreement on my current GO post-paid plan?

- ➔ If you are already registered with a GO post-paid plan, you are eligible to apply.
- ➔ First scenario, if in the past two years you were given a free or a discounted mobile phone, you would need to pay the difference on the handset with a pro-rata rate.
- ➔ Second scenario, if you have an active agreement and currently benefitting from a discounted monthly rate will consider the option available to switch you to the MUMN offer.

How can I apply to this plan?

- You can apply by email on sales@gobusiness.com.mt
- Or Sending an sms with your details on 79999003.

What documents do I need to apply for this plan?

- To apply for this plan, you must present your ID card and MUMN Card,
- Should you wish to apply for a SEPA DDM (direct debit), you must present your IBAN details.

Are there initial charges upon registering for the plan?

- No. There are no charges.

How can I receive and pay the bill?

- You will receive a monthly notification via email to advise that the bill has been issued. You may view your bill through myGO / GO App.
- In order to pay your bill you can either:

Visit one of our GO Outlets / Authorised dealers

By Post (this will incur a EUR2.00 monthly charge)

myGO / GO App

Direct Debit

What is MyGO?

- MyGO is our mobile app which can be downloaded via Play Store or App Store. By creating an account and link your mobile number, you will be able to view details on your plan and remaining mobile data bundles and view and pay your bills.
MyGO can also be accessed from your desktop through the following URL:
<https://mygo.go.com.mt>

Will I receive a notification when my data bundle expires?

- Yes. The first notification will be sent to your mobile number by SMS once you exceed the first of data. Once you reach 80% of your data bundle, another notification will be sent by SMS. The third and last notification will be triggered once all data has been used up.

If I exceed the data bundle, what is the cost that will be charged for additional data?

- If you use the full data bundle in less than a month, the charge is of €5 per 500MB.

What are the costs if I travel to a non-EU country?

- Rates differ per country. Please follow this link in order to get the roaming rates by country:
<https://www.go.com.mt/travel>

Search for your destination

Please note that Zone 1 EU details do not include Pay Monthly rates and benefits. More information is available in your monthly tariff details.

🔍 Input text