

# 4G Service

## 1. Applicability

These terms and conditions apply:-

1.1 to those of you subscribing to one of our services that provides access to 4G and/or 4G+; and.

1.2 as part of: (i) your chosen tariff plan terms and conditions; (ii) as part of our [general terms and conditions](#); and (iii) as part of the terms and conditions of your agreement. In the event of any conflict between these terms and conditions and any of the aforementioned terms and conditions, these terms and conditions shall apply.

## 2. Access to 4G and/or 4G+

2.1 Access to our 4G and/or 4G+ services is only available on selected tariff plans. Check our website ([epic.com.mt](http://epic.com.mt)) or refer to the terms and conditions of your chosen tariff plan to check whether 4G and/or 4G+ service is offered on that tariff plan.

2.2 Check our [online coverage map](#) for information related to 4G and/or 4G+ coverage before subscribing to our 4G and/or 4G+ services. This map is only an indication and prediction of outdoor coverage. Coverage may vary depending on the time and location. Data reception and speeds may not be as good indoors or in a car. Radio-based mobile technologies can also be affected by local factors such as buildings, trees and weather conditions. Other local conditions might also affect your experience. Our online coverage map is a guide and does not guarantee signal coverage. We shall not be held liable or responsible in any manner whatsoever in the event of any claims regarding non-coverage of 4G and/or 4G+ services.

2.3 In order to access 4G and/or 4G+ services you will need a 4G and/or 4G+ enabled device, ([click here to see whether your device is supporting 4G+ service](#)) and 4G and/or 4G+ SIM card. You may also be required to perform a software update on your device depending on whether your device has the software which is required to access 4G and/or 4G+ service. You are responsible for ensuring that you have inserted the correct SIM and for installing any necessary software updates on your device. You shall be required to follow any instructions we might send you about accessing our 4G and/or 4G+ network.

2.4 Upon having accessed our 4G and/or 4G+ services, you will be able to access mobile internet data over our 4G and/or 4G+ network whenever you are in a 4G and/or 4G+ coverage area. When in our other mobile data network areas (not in 4G and/or 4G+ areas) you will still be able to access non-4G and/or 4G+ data over these networks as usual.

2.5 Your data allowance (where applicable) will be used for all our different types of mobile data and will not differentiate between the types of mobile data you are using. The data allowance will not rollover from one month to another.

2.6 Mobile data speeds are subject to the factors listed in Term 2.8 below, which include dependency on the network coverage as well as on your device. Currently our mobile data service is able to:

**4G Service:** support download speeds up to 130Mbps and upload speeds up to 45Mbps technology across the Maltese Islands

**4G+ Service:** support download speeds up to 270Mbps and upload speeds up to 45Mbps technology across the Maltese Islands

For further information about coverage in your area or should you have any queries about mobile data speeds, visit our website [epic.com.mt](http://epic.com.mt), call our Customer Care on 247, send us an email on [247@epic.com.mt](mailto:247@epic.com.mt) or visit one of our [retail outlets](#) or [authorised dealers](#).

2.7 4G and/or 4G+ speeds are available on the local network and are supported whilst roaming on selected networks ([click here](#) to see full list of 4G enabled countries).

2.8 Due to contention ratios on the network and other factors outside our control, the download/upload speed may vary from time to time. Hence, we cannot guarantee maximum transmission speeds of our Internet at all times. The factors that affect mobile data speeds are:

- The technology supported on the network
- your device
- The radio signal quality, affected by interference from third party equipment and lack of coverage
- Network load at the time of access to the service, affected by the number of customers making use of the network (within a specific geographical location)