

epic Bundled Services

1. The epic Bundled Services Discount ('Discount') is offered by Epic Communications Limited ('we') to its new and existing customers ('you') under these terms and conditions ('Specific Terms and Conditions'). When you subscribe to this Discount, you are automatically accepting to adhere to these Specific Terms and Conditions, [Mobile General Terms and Conditions](#) and any other relevant terms and conditions which will constitute a legally binding agreement between you and us.
2. You may benefit from the Discount as from the 17th November 2020. This version of the Specific Terms and Conditions is applicable as from 17th November 2020.
3. **Eligibility**
 - 3.1 You may benefit from the Discount mentioned in term 4 below by signing a two (2) year agreement (the 'Agreement') on the mobile pay monthly tariff plans listed in term 4 and any other tariff plans as may be indicated by us ('[Eligible Plan/s](#)') and combining it with any of the services listed in term 3.2 ("[Eligible Bundled Services](#)"). For the avoidance of any doubt, you may not benefit from the Discount whilst on a month to month rolling agreement.

Limited Time Offer: Should you choose to benefit from the epic Basic Tariff Plan together with any one of our Eligible Bundled Services you will benefit from the Discount of an additional five euros (€5) off the Monthly Access Fee specified in the tariff specific Terms and Conditions. This promotion is available from the 17th November 2020 until the 31st January 2021, unless extended by us.

3.2 The following are the Eligible Bundled Services:

- 3.2.1 Customers on one of our **Fibre Home Internet Tariff Plans**; or
- 3.2.2 Customers on our **Plug and Play Tariff Plan**; or
- 3.2.3 Customers on our **Mobile Wi-Fi** services specifically customers on the Liberty Max or Liberty Power tariff plans; or
- 3.2.4 Customer who choose to benefit from any of the Eligible Plans as a **Family Plan** subject to Family Plan Terms below.

3.3 We reserve the right to update the Eligible Plans and Eligible Bundled Services at our sole discretion.

3.4 The Discount is only applicable once, irrespective of the number of Eligible Bundled Services you have subscribed with us. Should we have reasonable cause to believe that you are not eligible for this Discount, we reserve the right to refrain from offering it.

4. Bundled Services Discount and Validity

4.1 The Discount is available on the following Eligible Plans:

- 4.1.1 an additional ten euros (€10) discount off the Monthly Access Fee specified in the tariff specific [Terms and Conditions](#) when subscribed to epic Standard or epic Extra; or
- 4.1.2 an additional twenty euros (€20) discount off the Monthly Access Fee specified in the tariff specific [Terms and Conditions](#) when subscribed to epic Premium.

4.2 The Discount is available only during the term of the Agreement and whilst you remain subscribed to any of the Eligible Bundle Services. Once your Agreement or subscription to Eligible Bundle Services expires or is terminated, you will continue benefitting from the Eligible Plan by paying the full Monthly Access Fee (without the Discount listed in term 4.1). For more information on termination or migration please refer to term 6.

4.3 Throughout your Agreement we reserve the right to carry out checks to confirm whether you are still eligible to benefit from the Discount.

5. Family Plan Terms

5.1 Customers residing in the same household and which satisfy the following requirements may benefit from the Family Plan Discount as per term 3.2.4:

- 5.1.1 There can be a minimum of two (2) and a maximum of four (4) lines (subscriptions) under the same household;
- 5.1.2 All lines need to be activated with the same Family Customer Code referred to as passcode ('Passcode'). This Passcode is provided by us upon the activation of the first line and needs to be provided to us in case of any new line activations or removals from the Family Plan as explained further in term 5.2 below;
- 5.1.3 All lines are owned by individual/s residing at the same valid household address. Your obligation is to promptly notify us of any change of address as explained in [Mobile General Terms and Conditions](#)

5.2 How to activate, add or remove a line:

- 5.2.1 **Activation:** Individual/individuals can activate the Family Plan by visiting any one of our epic Stores or through our Telesales agents and subscribing when subscribed to any one of the Eligible Plans. The first line owner will be provided with the Passcode.
- 5.2.2 **Adding a line:** An individual who would like to join the Family Plan should visit one of epic Store and present the Passcode. In case all conditions set out in a above are met, the line is activated on the Family Plan and all other lines subscribed to the same Family Plan will be notified accordingly and will start or continue to benefit from a Discount in accordance with term 4.
- 5.2.3 **Removing a line:** An individual who would like to be removed and stop benefiting from the Family Plan should visit one of the epic stores and present the Passcode. The individual requesting to be removed should follow the termination process as explained in term 6 below. Upon a removal of the line/s from a Family Plan, all other line owners subscribed to the same Family Plan will be notified accordingly and will keep benefiting from the Discount in accordance with term 4 above until all conditions set out in 5.1 above are met.
- 5.2.4 **Line replacement in case of removal:** Should any line owner port-out or remove his line, you will be given the opportunity to replace the removed line, free of charge, and to continue benefiting from the Discount. In case you do not find a suitable replacement at time of the line removal, you will keep benefiting from the Discount until all conditions set out in term 5.1 above are met.

5.3 For the avoidance of any doubt, upon signing up to Family Plan you are accepting that individuals fulfilling all conditions set out in term 5.1 above, can be added or removed to your Family Plan without your consent.

5.4 Once you sign up to the Family Plan you automatically agree that basic information and details related to your Family Plan (e.g. Agreement term, number of line owners subscribed to the Family Plan, Passcode) will be available to other line owners. This excludes any personal data related to you or to your individual line, unless we receive your explicit consent.

5.5 You have the obligation to keep the Passcode safe and secure. We will in no way be responsible for loss or theft of this Passcode and shall not be responsible for any usage of the Passcode that is done without your authorisation.

6. Termination and Migration

6.1 The following fees apply in case you are benefitting from the Discount and you terminate the Agreement or migrate prior to the expiry of the 24 month term:

Termination and migration fees are calculated as follows:

<ul style="list-style-type: none"> ○ Termination of the Agreement or; ○ Migration from the Agreement to a month-to-month rolling agreement or tariff which is not an Eligible Plan 	30% of the Monthly Access Fee x remaining months
<ul style="list-style-type: none"> ○ Downgrade Migration to an Eligible Plan with a lower Monthly Access Fee 	30% of the difference in Monthly Access Fee x remaining months
<ul style="list-style-type: none"> ○ Upgrade/Same Level Migration to an Eligible Plan of a higher or same Monthly Access Fee 	No Penalty

Table 1: Termination and migration charges

4.2. For the avoidance of doubt, any applicable fees and charges (including but not limited to device charges) shall also apply. The Monthly Access Fee referred to in this term shall mean the monthly access fee listed in the respective Eligible Plan terms and conditions.

7. Contact us

7.1 You are advised to visit our website epic.com.mt, call our Customer Care on 247, send us an email on 247@epic.com.mt or visit one of our retail outlets or authorised dealers, to learn more about this Tariff Plan.