

## International Calling – Prepaid

1. epic Communications Limited's ('We') prepaid customers ('You') have the opportunity to benefit from these international rates (the 'Rates') as from the 1st July 2011. This version of the terms and conditions is applicable as from 17<sup>th</sup> November 2020

2. These Rates will be available on all prepaid tariff plans, unless provided otherwise.

3. The Rates on all international calls are as follows:-

Zone 1	Austria, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Gibraltar, Greece, Hungary, Ireland, Isle of Man, Italy, Latvia, Lithuania, Luxembourg, Netherlands, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden, United Kingdom, Iceland, Liechtenstein, Norway	€0.22
Zone 2	Algeria, Australia, Canada, Egypt, Libya, Morocco, New Zealand, Tunisia, USA	€0.30
Zone 3	Afghanistan, Albania, Andorra, Angola, Anguilla, Antarctica, Antigua & Barbuda, Argentina, Armenia, Aruba, Azerbaijan, Bahamas, Bahrain, Bangladesh, Barbados, Belarus, Belize, Benin, Bermuda, Bhutan, Bolivia, Bosnia, Botswana, Brazil, British Virgin Islands, Brunei, Burma, Burundi, Cambodia, Cameroon, Cape Verde, Cayman Islands, Central African Republic, Chad, Chile, China, Christmas Island, Cocos (Keeling) Islands, Colombia, Comoros, Cook Islands, Costa Rica, Democratic Republic of the Congo, Djibouti, Dominican Republic, Dominican Republic, Ecuador, El Salvador, Equatorial Guinea, Eritrea, Ethiopia, Faroe Islands, Fiji, French Polynesia, Gambia, Gaza Strip, Georgia, Ghana, Guam, Guatemala, Guinea, Guinea-Bissau, Guyana, Haiti, Holy See (Vatican City), Honduras, Hong Kong, India, Indonesia, Iran, Iraq, Israel, Ivory Coast, Jamaica, Japan, Jordan, Kazakhstan, Kenya, Kiribati, Kosovo, Kuwait, Kyrgyzstan, Laos, Lebanon, Lesotho, Liberia, Macau, Macedonia, Madagascar, Malawi, Malaysia, Maldives, Mali, Marshall Islands, Mauritania, Mauritius, Mayotte, Mexico, Micronesia, Moldova, Monaco, Mongolia, Montenegro, Montserrat, Mozambique, Namibia, Nauru, Nepal, Netherlands Antilles, New Caledonia, Nicaragua, Niger, Nigeria, Niue, Norfolk Island, North Korea, Northern Mariana Islands, Oman, Pakistan, Palau, Panama, Papua New Guinea, Paraguay, Peru, Philippines, Pitcairn Islands, Puerto Rico, Qatar, Republic of the Congo, Russia, Rwanda, Saint Barthelemy, Saint Helena, Saint Kitts and Nevis, Saint Lucia, Saint Martin, Saint Pierre and Miquelon, Samoa, San Marino, Saudi Arabia, Senegal, Serbia, Seychelles, Sierra Leone, Singapore, Solomon Islands, Somalia, South Africa, South Korea, Sri Lanka, St Vincent & the Grenadines, Sudan, Suriname, Swaziland, Switzerland, Syria, Taiwan, Tajikistan, Tanzania, Thailand, Timor-Leste, Togo, Tokelau, Tonga, Trinidad and Tobago, Turkey, Turkmenistan, Turks and Caicos Islands, Tuvalu, Uganda, Ukraine, United Arab Emirates, Uruguay, US Virgin Islands, Uzbekistan, Venezuela, Vietnam, Wallis and Futuna, West Bank, Yemen, Zambia, Zimbabwe Burkina Faso, Cuba, Falkland Islands, Gabon, Greenland, Sao Tome and Principe, Vanuatu, American Samoa, Grenada,	€1.09
Zone 4	Satellite networks	€2.91

4. The flat Rates stipulated in Term 3 above are charged on a 'per minute' basis and include VAT, but exclude any other applicable taxes unless otherwise explicitly stated. Additionally a set up charge of €0.75 per call is applied for International calls to Zone 2 and Zone 3.

5. Whilst roaming, normal roaming charges apply, which rates can be viewed [here](#)

## 1099 International Rates

1. You can use a 1099 prefix to call international numbers at the following rates:

Zone 1	EU	€0.22c
Zone 2	North Africa, N. America, Australia and New Zealand	€0.30c

Zone 3	Other non-EU countries	€0.35c
Zone 4	Satellite	€4.50

For more information on the 1099 International Rate numbers and applicable rates please visit our website or contact our Customer Care by calling 16230 free of charge.

2. The rates stipulated in Term 3 above do not apply whilst roaming and the [normal roaming charges](#) shall apply. Additionally a set up charge of €0.75 per call is applied for International calls to Zone 2 and Zone 3.

3. The above listed rates apply when by entering the prefix 1099 before dialling the international number you wish to call. (for example: If you wish to call a UK number at a discounted rate, you need to dial 10990044xxxxxxx)

## One World

1. You have the opportunity to benefit from lower international rates (the 'Offer')

2. This Offer is available to all of our prepaid customers.

3. The Offer shall be effective as from the 31st July 2015 up to the 31st December 2021.

4. When availing yourself from this offer, a €1 charge shall be incurred every calendar month, which gives you the benefit of lower rates in accordance with term 5 below, when calling abroad for the rest of that day. For the purpose of this Offer the term 'day' shall mean the time between 00:00 till 23:59. This €1 charge shall be incurred as soon as you make your first international call during the month, irrespective of the time of day when the call is made. Therefore for clarification purposes, the €1 monthly charge shall be charged in full irrespective of when the call is made during the month.

5. After the €1 is charged you can benefit from discounted rates on international calls for the rest of the month (the 'Discounted Rates'). The Discounted Rates on international calls are as follows:

Zone 1	EU	€0.10c/min
Zone 2	North Africa, N. America, Australia and New Zealand	€0.20c/min
Zone 3	Other non-EU countries	€0.25c/min

5.1 This Offer is not applicable whilst roaming. [Standard roaming charges](#) shall apply when roaming.

6. In order to subscribe to this Offer, you must send an SMS (free of charge) with the word "WORLD" to 16200 before making your international calls. Once you receive a confirmation SMS, you shall be deemed as having subscribed to this Offer and thus you shall be able to start availing yourself from the Discounted Rates in accordance with term 5 above.

7. For the avoidance of any doubt, once you have registered in accordance with term 6, the €1 monthly charge shall be incurred whenever you make the first international call of the same subsequent month and the €1 shall be charged forth with the first international call on the following months. You may however opt out of this Offer by sending an SMS (free of charge) with the word "STOPWORLD" to 16200.

8. Upon registering in accordance with term 6, you shall automatically be deemed to have accepted to adhere to these terms and conditions. We reserve the right to stop, suspend, amend or otherwise alter this Offer and these terms and conditions upon providing you with adequate prior notice and epic shall not be held liable for any reason whatsoever if the Offer is terminated, cancelled and/or postponed.

## General

1. These terms and conditions shall be read in conjunction with epic General Terms and Conditions, our Prepaid Plan Terms and Conditions, together with any other applicable terms and conditions including but not limited to epic's Quality of Service.

2. All the rates stipulated in this terms and conditions are charged on a per minute basis and are inclusive of VAT, but are exclusive of excise tax or any other taxes which may be applicable.

3. We reserve the right to suspend indefinitely or for a definite period, amend/alter/delete or terminate these terms and conditions at any time (collectively the 'Modifications'), by giving you a 30 calendar days' prior written notice with the proposed amendments/alterations or stating the reason for the Modifications thereof. Should you disagree with the proposed Modifications during the 30-day time-period, you shall have the right to opt-out from your Tariff Plan by informing us of your decision and collect any unused credit, as may be applicable. Your continued use of the service after the expiration of the 30-day time-period signifies your acceptance of any amendment.

4. From time to time we may modify the standard settings and/or features of your Plan to offer an additional value. Such changes might include increasing your data, voice or text allowances or improving your connectivity speeds. In case that such changes are

approved and considered to be inherently beneficial by the Malta Communication Authority in accordance with applicable laws, we will inform you about the changes by giving you a 1-day prior notice and term 2 above will not apply.

5. You are advised to visit our website, call our Customer Care on 247 from you mobile or 99999247 from any other phone, send us an e-mail on [247@epic.com.mt](mailto:247@epic.com.mt) or visit one of our retail outlets, if you have any further queries regarding this Offer.

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