

Changing epic Prepaid Price plan - Terms & Conditions

The following terms and conditions for changing epic Prepaid price plans service (referred to hereunder as "the Service") are in addition to the terms and conditions for other epic Communications prepaid mobile telecommunications services. In the event of any conflict, these terms and conditions shall prevail with respect to this Service.

1 The Service is only available to Clients of the epic Communications prepaid service who are currently using one of the standard epic Communications prepaid price plans; eone, etwo or ethree.

2 Eligible Clients (including both existing and new Clients) may request this Service by calling the epic Prepaid service number 16203 (calls are free of charge) or by calling our Customer Service number 247 or via the "Epic " facility on this Site, which requires an online registration. epic Communications may make available additional methods of requesting for the Service or withdraw any of the existing methods.

3 Each eligible Client whose request is accepted by epic Communications may change his/her existing prepaid price plan to either one of the other available plans. When using the facility through the Epic, a text message (SMS) with a confirmation code will be sent to the Client as a form of authentication and verification to proceed with the change in price plan requested. A second text message (SMS) confirming change to the new prepaid price plan will be sent to the Client. The change should be effective immediately.

4 epic Prepaid Clients may change their prepaid price plan free of charge for the first time only by calling the Service number 16203 (calls free of charge) or by calling our Customer Service number 247 or via the "Epic " facility on this Site. Any subsequent changes to the prepaid price plan are subject to an administrative fee, which fee will be directly deducted from the prepaid credit balance.

5 epic Communications expressly disclaims any responsibility or liability for any loss or damage arising or resulting from any error or delay on the part of epic Communications in providing the Service. epic Communications may withdraw the Service generally or from any particular Client at any time or vary or amend any element of the Service without further notice. These terms and conditions may be varied or amended by epic Communications at any time for any valid commercial, technical or operational reason.