

epic Voicemail & Missed Call Notification Terms and Conditions

- 1 Epic Communications Limited's ('epic') Voicemail and Missed Call Notification facilities allows customers active on the epic network (hereinafter referred to as the 'Customer') to receive messages or notifications when they are not able to answer a call.
- 2 Customers whose Voicemail is not active are advised to call our Customer Care on 247 or click here for instructions (Voicemail webpage) on how to activate the service.
- 3 Calls made directly to the Voicemail number (+35699909909) will be free of charge while the Customer is on the epic Network and using the service locally.
- 4 Receiving Voicemail messages will be free of charge while the Customer is on the epic Network and using the service locally.
- 5 When a Customer's call is being diverted to Voicemail, the call will be charged as per the calling Customer's current tariff plan.
- 6 It is epic 's policy not to charge Customers for diverted voicemail calls received by Customers while roaming internationally. However, there may be rare occasions where, due to circumstances beyond epic 's control, this technically will not happen and Customers will be charged for receiving a diverted Voicemail message. In such circumstances, upon receipt of a request from a Customer, epic will reimburse the entire amount charged for such diverted voicemail message.
- 7 Calls made directly to the Voicemail number (+35699909909) while roaming internationally will be charged as per applicable roaming rate.
- 8 In instances where a call is diverted to the Customer's Voicemail and the caller does not deposit a voicemail message, epic's Missed Call Notification will advise the Customer of calls missed whilst their mobile handset is out of coverage, powered off, or busy.
- 9 Customers will receive one Missed Call Notification alert per caller.
- 10 Missed calls will be advised to the Customer when the Customer comes back into coverage or mobile handset is powered back on or when the Customer is no longer busy.
- 11 The Customer will be able to respond to the caller via SMS or voice call through the Missed Call Notification alert.
- 12 Missed calls from callers with a private number will not trigger a Missed Call Notification.
- 13 The Missed Call Notification alert will appear to come from the caller. However, neither the caller nor the recipient will be charged for the alert.
- 14 epic reserves the right to stop, suspend, amend or otherwise alter these terms and conditions at any time during their validity in accordance with applicable law.
- 15 Without prejudice to the above terms and conditions, epic general prepaid and postpaid terms and conditions and any other relevant epic terms and conditions shall apply.