

## epic World Rates

1. epic World is epic's default tariff for all its customers whilst Roaming, except for those who currently make use of epic Passport.
2. Epic Communications Limited (epic) customers will automatically be subscribed and benefit from the epic World Roaming tariff (hereinafter referred to as the 'Tariff') from its commencement date as per 3 below.
3. This Tariff commences on Sunday 1st April 2007. This version of the Specific Terms and Conditions is applicable as from 17<sup>th</sup> November 2020.

### 4. Eligibility:

4.1. This Tariff is available to all prepaid and post-paid epic customers on all tariff plans as further stated below:

- 4.1.1. Prepaid customers are automatically switched onto this Tariff upon commencement thereof.
- 4.1.2. Post-paid customers' subscription to epic Passport remains in force unless they choose to opt out from the epic Passport tariff and start using this Tariff. Shifting to this Tariff is free of charge.
- 4.1.3. Post-paid customers on the epic Passport tariff will still be charged in accordance with the epic World Tariff whilst Roaming on networks which are not covered by the epic Passport tariff.

This Tariff is applicable to all voice calls made or received outside Malta and to all text messages sent from outside of Malta (hereinafter referred to as 'Roaming').

- 4.2 This Tariff applies to all calls made or received outside Malta (hereinafter referred to as the 'Eligible Calls' ), excluding premium rate and calls made using epic Passport.
- 4.3 All Eligible Calls to Visited Country, Malta and EU made by customers whilst roaming in any Zone 1 country are charged in one (1) second increments with a minimum call charge equivalent to thirty (30) seconds. Calls to Other Countries are charged per 60 seconds.
- 4.4 All Eligible Calls made or received by customers whilst roaming in Zones 2, 3, 4, countries are charged in sixty (60) second increments with a minimum call charge equivalent to one (1) minute.

### 5. Tariff Price:

- 5.1. All charges deriving from this Tariff include VAT unless otherwise stated.
- 5.2. All call charges remain unchanged whenever the Eligible Calls are made or received whether during peak time or during off peak time.
- 5.3. All calls to 99999247 while roaming anywhere in the EU and non-EU countries are free-of-charge.

### 6. General conditions:

6.1. SMS, MMS, WAP, Connect and Internet APN data Roaming charges are network specific and are susceptible to exchange rate variations and therefore may change from time to time.

6.2 epic hereby informs its customers that it cannot guarantee access to or coverage over the network of any foreign operator

6.3. epic shall issue a list of countries, and the zones and charges in relation to them, as well as the particular network considered a epic Preferred Network in relation to this Tariff. This information may be subject to change from time to time. Customers are therefore advised to check about charging prior to travelling and using their handsets whilst Roaming.

6.4. Customers may visit [www.epic.com.mt/rates-by-country](http://www.epic.com.mt/rates-by-country) and search with the name of the country being visited so as to obtain information regarding the Roaming charges in the country they will be visiting.

6.5 All other services shall be charged as per existing tariff plan.

6.6 If epic decides to terminate this Tariff, all customers on this Tariff shall be automatically shifted onto another tariff plan.

6.7 epic general prepaid and postpaid terms and conditions and any other relevant epic terms and conditions shall apply.

6.8 epic reserves the right to stop, suspend, amend or otherwise alter this tariff and these terms and conditions at any time.

6.9 All customers are advised to visit our website, call Customer Care on 247 or visit our retail outlets, to learn about the new charges applicable under this Tariff and for the latest information regarding this same Tariff.