



This contract summary provides the main elements of this service offer as required by EU Law\*. It helps to make a comparison between service offers. Complete information about the Service is provided in other documents

### Services and Equipment:

Mobile Voice Telephony with following Monthly Bundle	Data	Minutes	SMS
Usage in Malta	Unlimited	Unlimited	Unlimited
Usage in EU (Roaming in EU)	50GB	Unlimited	Unlimited
Usage from Malta to EU (International)	-	Unlimited	Unlimited
International Usage from Malta towards the rest of the world excluding Satellite calls		200	
Usage in Non-EU (Roaming in Non-EU)	ROW Traveller: 100 minutes to Maltese numbers/100 SMS to anywhere/100MB/Unlimited incoming calls at €6 daily in selected countries.		
If Applicable: Care Benefits / Equipment	€499 subsidy on a device		

### Speed of Internet and Remedies

The mobile data speeds are up to **45Mbps** Upload Speed & **270Mbps** Download Speed i.e. Full speeds (Visit one of our stores in the event of regular discrepancy in speed or other quality measurements.)

### Price

#### Recurring charges (exc VAT)

Monthly Access Fee	2yrs agreement	1yr agreement	After agreement expires
With DDM	€54.99	€74.99	€74.99
Without DDM	€56.49	€76.49	€76.49
Adding a Device	Add €20 to the above	Not Applicable	Not Applicable

#### Rates Outside the Monthly Bundle:

Data MT/EU	Minutes From MT/EU to:				SMS From MT/EU to:	
	Zone 1	Zone 2	Zone 3	Satellite	Zone 1	Other countries
€5/500MB	Free	€0.51c/min	€0.91c/min	€6.50c/min	Free	€0.23c/SMS

#### Administrative Fees

- **Paper Copy of Itemised Bill:** €3 per paper copy
- **Paper Bills:** €2 per invoice
- **Late Payment Fee:** €2 penalty for each invoice not paid before due date
- **Direct Debit Reversals:** €5
- **Migration to Prepaid and Tariff Downgrade:** €3 one time charge
- **Suspension of service reconnection fee:** €10 one time charge
- All rates and charges quoted above are inclusive of VAT but are exclusive of excise tax or any other taxes which may be applicable.

#### Duration, renewal and termination

**Contract duration:** 12 or 24 Months

**Termination:** If you are terminating whilst in contract the following fee applies: 30% of the Monthly Access Fee x remaining months together with a fee for the device subsidy, equivalent to 100% of devices subsidy during the Year 1 of your Agreement and equivalent to 50% of devices subsidy during the Year 2 of your Agreement shall apply. A fee of not more than €180 and not less than €50 shall apply.

**Downgrade and Upgrade:** In case of downgrade whilst in contract the following fee applies: 30% of the difference in Monthly Access Fee x remaining months. In addition, the subsidy fee for your device in your initial contract will still apply. In the event of upgrade no fees apply. In case you are benefiting from a subsidy on one of our handsets and you wish to downgrade or upgrade your Tariff Plan, the additional subsidy fee for the handset payable will be added to your new monthly access fee. If you wish to downgrade or upgrade your Tariff Plan and stop benefiting from a device subsidy, a fee equivalent to 100% of devices subsidy during the Year 1 of your Agreement and equivalent to 50% of devices subsidy during the Year 2 of your Agreement shall apply.

**Renewal** For assistance to renew your Agreement please get in touch with us.

**Features for end-users with disabilities:** Not applicable

#### Other relevant information

For more information on how we collect, use and share personal information see our Privacy Policy by visiting [www.epic.com.mt/privacypolicy](http://www.epic.com.mt/privacypolicy) or our stores.

\* Article 102(3) of Directive (EU) 2018/1972 of the European Parliament and of the Council of 11 December 2018 establishing the European Electronic Communications Code (OJ L 321, 17.12.2018, p. 36).

# epic Business Pro

1. The epic Business Pro pay monthly tariff plan ('Tariff Plan') 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 Plan, 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 (the 'Agreement').
2. You may subscribe to the Tariff Plan as from the 17th November 2020. This version of the Specific Terms and Conditions is applicable as from 17th November 2020.
3. **Tariff Plan and Monthly Access Fee**
  - 3.1 All rates and charges quoted below are excluding of VAT, exclusive of excise tax or any other taxes which may be applicable unless stated otherwise.
  - 3.2 Upon entering into a **one (1) year agreement** ('1 year Agreement'), you can benefit from the Monthly Bundle (as described below) at seventy-four Euros and Ninety-Nine (**€74.99**) excluding VAT each month ('Monthly Access Fee') when choosing Direct Debit Mandate ('DDM') as your method of payment.
  - 3.3 If you wish to benefit from a subsidy on one of our handsets when benefitting from this Tariff Plan, you will be required to sign a **two (2) year agreement** for the Tariff Plan ('2 year Agreement').
  - 3.4 If you do not wish to benefit from a subsidised handset, you may benefit from a twenty (**€20**) Euro monthly discount (Eco-Credit) on your Monthly Access Fee, when signing a **2 year Agreement for the Tariff Plan**.
  - 3.5 For the avoidance of doubt, once your Agreement (any of the agreements listed in 3.2, 3.3 and/or 3.4) expires, you will continue benefitting from the Monthly Bundle on a rollover basis at seventy-four Euros and Ninety-Nine (**€74.99**) excluding VAT each month when choosing DDM.
  - 3.6 If you do not choose DDM as your method of payment, an administrative fee of one euro and fifty cents (**€1.50**) will be added to your Monthly Access Fee indicated in term 3.2.
  - 3.7 In the event that you use your mobile handset before receiving the SMS notification confirming your successful subscription to the Tariff Plan, you shall automatically be charged according to the tariff plan you would be subscribed to prior to this subscription.
4. **Monthly Bundle**
  - 4.1 Upon subscribing to the Tariff Plan you will benefit from the Monthly Bundle that includes:

<b>Local Usage whilst in Malta</b>	Unlimited minutes to any local mobile & fixed numbers Unlimited SMS to any local mobile numbers
<b>International Usage from Malta towards the EU and the UK</b>	Unlimited minutes to mobile & fixed numbers Unlimited SMS to mobile numbers
<b>International Usage from Malta towards the rest of the world excluding Satellite calls</b>	<b>200 minutes to mobile &amp; fixed numbers</b>
<b>Usage whilst abroad in EU countries</b>	Free incoming calls Unlimited minutes to Malta, in EU and the UK Unlimited SMSs to Malta, in EU and the UK
<b>Data to be used in Malta</b>	Unlimited
<b>Data to be used in EU</b>	60GB

Table 1: Monthly Benefits

**Flash Sale Promo Offer (Flash Sale):** Customers switching to epic or migrating from prepaid onto the epic Business Pro plan, between the 11th February 2021 and the 14th February 2021 (“Promotional Period”) can benefit from a 50% discount on their monthly access fee for the first 6 months. The Promotional Period may be extended further by us. For the avoidance of any doubt the ‘Promo Terms & Conditions’ shall apply.

- 4.2. The above-mentioned benefits included in the Monthly Bundle shall be provided on a monthly basis and any unutilised benefits shall not be carried forward.
- 4.3. For the first month of the Agreement, the Monthly Bundle will be allocated in full. This means that you will pay a proportion of your Monthly Access Fee which will be calculated on the number of days between your Tariff Plan activation date and the date of the first billing cycle. However, you will still receive the full benefits included in the Monthly Bundle.
- 4.4. Any activity made towards premium-rated or other special numbers will not be consumed from the Monthly Bundle and will be charged separately, for more information see Rates for other services applicable in Malta and EU specified in Term 5 below.
- 4.5. You may check/monitor your Monthly Bundle usage for calls/SMS/data usage originating from Malta by sending a blank **SMS to 16290 free of charge**. For the avoidance of any doubt, this does not apply whilst roaming and it is not available on the first month of activation.

5. **Rates outside Monthly Bundle and Information on Charges**

- 5.1. Any usage beyond what is provided in the Monthly Bundle for this Tariff Plan shall be charged at the rates outlined in Clause 5.3.
- 5.2. All rates and charges quoted below are inclusive of VAT but are exclusive of excise tax or any other taxes which may be applicable.

5.3. Out of Bundle Rates:

Service	Rate Outside the Monthly Bundle
Local & EU Roaming Data Usage	Any data usage consumed out of your data allowance will be charged at €5 per 500MB. This bundle will commence once all the data allowance within the Monthly Benefits of the Tariff Plan is consumed and recur indefinitely and automatically until the end of the month.
Calls to Rest of World whilst travelling in EU countries	Same calling charges apply as per Term 5.4 and Term 6 respectively.

Table 2: Out of Bundle Rates

5.4. Rates for Other Services applicable in Malta and EU

Other Service	Rates
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<b>Calls/SMSs to Maltese Premium Rate Numbers</b>	Charged outside of your Monthly Bundle Premium Call Rate = fixed line call rate + premium rate of the call Premium SMS Rate = charged at the premium rate For more info on premium numbers click <a href="#">here</a> .
<b>MMS</b>	€0.23c per MMS to any local number when in Malta and any Malta and EU number when in EU €0.58c per MMS to any international number when in Malta
<b>Video Calls</b>	Not consumed from your Monthly Bundle. €0.25c to any local number when in Malta and any Malta and EU number when in EU.

Table 3: Out of Bundle Rates for other services

## 5.5. International Calls

- 5.5.1. Calls/Videocalls/SMS/MMS originating from Malta to numbers from Zone 1 – EU countries, 2, 3 and 4 countries and Calls/Videocalls/SMS/MMS originating from EU to numbers from Zone 2, 3 and 4 shall be charged as indicated below (provided that calls/SMSs originating from Malta to Zones 1, 2 and 3 shall first be consumed from your Bundle):

Zone	Calls & Videocalls	SMS	MMS
<b>Zone 1 – EU Countries</b>	Free	Free	€0.58c
<b>Zone 2</b>	€0.51c per minute	€0.23c	€0.58c
<b>Zone 3</b>	€0.91c per minute	€0.23c	€0.58c
<b>Zone 4</b>	€6.50c per minute	€0.23c	€0.58c

Table 4: International Usage Rates

- 5.1.1. For more information on Countries falling under the four zones and other applicable rates, kindly follow this link: <https://www.epic.com.mt/goingabroad/>

## 6. Roaming

- 6.1. The EU roaming benefits provided with the Monthly Bundle of this Tariff Plan are subject to the Fair Use Policy in line with the EU Regulations further explained under [Mobile General Terms and Conditions](#).
- 6.2. The Monthly Bundle provided with this Tariff Plan does not apply whilst roaming in Rest of World countries. When roaming in Rest of World countries, the Rest of World Traveller together with the respective terms and conditions shall [apply](#). This is the default tariff when roaming in Rest of World countries on this Tariff Plan. You may not opt out from the Rest of World Traveller tariff plan.

## 7. Applicable charges/fees:

### 7.1. Termination & Migration Fees

- 7.1.1. A device fee and/or the waived cost of the subsidised handset shall apply upon disconnection and termination (prior to the expiration of your Agreement) or upon migration to another pay monthly tariff plan with a lower Monthly Access Fee.

### 7.1.2. Fee structure for 1 or 2 year Agreements:

	<b>Year 1</b>	<b>Year 2</b>
<b>Termination</b>	30% of the Monthly Access Fee x remaining months	30% of the Monthly Access Fee x remaining months
<b>Termination when benefitting from a subsidy (term 3.3)</b>	100% of devices subsidy + (30% of the Monthly Access Fee x remaining months)*	50% of device subsidy + (30% of the Monthly Access Fee x remaining months)*
<b>Downgrade</b>	30% of the difference in Monthly Access Fee x remaining months**	30% of the difference in Monthly Access Fee x remaining months**

<b>Upgrade/Same Level</b>	<b>No penalty**</b>	<b>No penalty**</b>
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Table 5: Termination & Migration Fees

\* In case you are benefitting from a subsidy on one of our handsets (see term 3.3) and you wish to terminate your Agreement, a fee of not more than €500 and not less than €75 shall apply. In case of termination in the last month of your Agreement, the applicable fee for termination will be equivalent to your Monthly Access Fee.

\*\* In case you are benefitting from a subsidy on one of our handsets and you wish to downgrade or upgrade your Tariff Plan to Eco tariff plan, a fee equivalent to 100% of the device subsidy during the Year 1 of your Agreement and equivalent to 50% of devices subsidy during the Year 2 of your Agreement shall apply.

## 7.2. Administrative charges

7.2.1. The following administrative charges shall apply in any of the following circumstances when subscribed to this Tariff Plan:

<b>Service</b>	<b>Applicable Administrative Charge incl. VAT</b>
<b>Migration from this Tariff Plan to prepaid</b>	€3 one-time charge
<b>Paper copy of your itemised bill</b>	€3 per itemised bill
<b>Downgrade to another pay monthly tariff plan with lower Monthly Access Fee</b>	€3 one-time charge
<b>BES (Blackberry Enterprise Server)</b>	€13 per month
<b>Direct Debit Reversals</b>	€5
<b>Suspension of Service – reconnection charge</b>	€10
<b>Paper bills</b>	€2 per invoice
<b>Late Payment Penalty</b>	€2 penalty shall apply for every invoice that is not paid within the due date stated on the invoice

Table 5: Administrative charges

## 5. Add-On Packs

5.1. Once on this Tariff Plan, you may opt to benefit from Add-On Packs at an additional monthly fee. For more information on which Add-On Packs are available with this Tariff Plan, call 16230, free of charge from your handset, visit our Business Centre at our Birkirkara outlet, or visit our website.

## 6. General

6.1. You are advised to visit our website [epic.com.mt](http://epic.com.mt) call our Customer Care on 16230, send us an email on [business247@epic.com](mailto:business247@epic.com).mt or visit our Business Centre at our Birkirkara outlet to learn more about this Tariff Plan.