



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:

Fixed Telephony with following Monthly Bundle	
<b>Fixed Internet Allowance</b>	Unlimited
<b>Telephony Service</b>	Minutes
<b>Calls to any local fixed number</b>	Unlimited to epic €0.05c/minute to other local fixed number
<b>Calls to local epic mobile numbers</b>	Unlimited
<b>Calls to any other local mobile number</b>	€0.23c/minute
<b>If Applicable (Internet Device Provided)</b>	Yes

#### Speed of Internet and Remedies

The fixed speeds are up to **15Mbps** Upload Speed & **100Mbps** Download Speed (Visit one of our stores in the event of regular discrepancy in speed or other quality measurements.)

#### Price

##### Administrative Fees

Monthly Access Fee	2yrs agreement	1yr agreement	After agreement expires
With DDM	€24.99	Not Applicable	€24.99
Without DDM	€26.49	Not Applicable	€26.49
Device Rental Fee	Not Applicable	Not Applicable	Not Applicable
Time Limited Offer	6 Months Free with RED Plans		

- **Paper Copy of Itemised Bill:** €2 per paper copy
- **Paper Bills:** €3 per invoice
- **Late Payment Fee:** €6 penalty for each invoice not paid before due date
- **Direct Debit Reversals:** €8
- **Suspension of service reconnection fee:** €20 one-time charge
- All rates and charges quoted below are inclusive of VAT but are exclusive of excise tax or any other taxes which may be applicable. Other charges specific to epic Fibre Internet 100 are listed in the applicable Terms and Conditions.

#### Duration, renewal and termination

**Contract duration:** 24 Months

**Termination:** If you are terminating whilst in contract the following penalty applies: 50% of the Monthly Access Fee x remaining months. You must return all Equipment alongside with its original packaging box provided to you by us in good working condition. In default, or should this Equipment be returned damaged or faulty resulting from, but not limited to, misuse, mishandling, wilful damage by liquids, connection to unsuitable supply power, surges, lightning, tampering or service by unauthorised personnel, will be liable to pay us the sum of €150 per damaged Equipment.

**Downgrade and Upgrade:** Not applicable

**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 Fibre Internet 100

(Valid from 19th June 2019)

1. The epic Fibre Internet 100 ('Tariff Plan') is offered by epic Communications Limited ('we') to customers ('you') subscribing to the Fibre Internet Services ('Services') under these terms and conditions ('Specific Terms and Conditions').

2. You may subscribe to this Tariff Plan as from the 19<sup>th</sup> June 2019. This version of the Specific Terms and Conditions is applicable as from 17<sup>th</sup> November 2020.

3. We reserves the right to limit the number of plans offered to a single person/legal entity.

4. These Specific Terms and Conditions form an integral part of your Agreement for the provision of the Services included in this Tariff Plan. These Specific Terms and Conditions constitute a legally binding contract between you and us and must be read in conjunction with (i) General Fibre Fixed Services Terms and Conditions, (ii) epic Secure E-Billing Service Terms and Conditions, and any other terms and conditions that might be referred therein. In the event of a conflict between any of these Terms, the precedence set out the in General Terms and Conditions shall apply.

5. These Specific Terms and Conditions must also be read in conjunction with epic Privacy Policy, epic Traffic Management Policy and epic Acceptable Use Policy.

6. All rates and charges quoted below are inclusive of VAT but exclusive of any other taxes, which may be applicable.

7. For the purposes of this Specific Terms and Conditions, the defined terms shall have the meaning assigned to them in the General Terms and Conditions, unless herein provided otherwise.

## Bundled Fibre Internet Services & Fixed Telephony Services included in the Tariff Plan:

epic Fibre Internet 100	
Fibre Internet Service	
Monthly Access Fee	€24.99
Maximum Download Speed	100 Mbps
Minimum Download Speed	100 Mbps
Service Description	TSR Download Estimate 100 Mbps TSR Upload Estimate 15 Mbps
Minimum Term	24 Months
IP allocation	Dynamic
Static IP	€2/month
Fixed Telephony Service	
Calls to any epic Local Fixed Number	Free
Calls to epic Local Mobile Number	Free
Calls to Other Local Fixed Numbers	5c per minute

Calls to any Other Local Mobile Calls	23c per minute
International Call rates	For more information click <a href="#">here</a>
Calls to Premium Rate Numbers	Premium Call Rate = fixed line call rate + premium rate of the call For more info on premium numbers click <a href="#">here</a> .

Special Promo Offer If you are subscribing to a new Fibre 100 tariff, you can benefit from a reduced Monthly Access Fee which shall be discounted from twenty-four euro and ninety-nine cents [€24.99] to seventeen euros and ninety-nine cents (€17.99) for a period of twenty four (24) months ('Discounted Period') and applicable when entering into and remaining in an Agreement ('Special Promo Offer'). Upon the lapse of the Discounted Period, the full Monthly Access Fee as set out in the table above shall apply in its entirety (without any discount). This Special Promo Offer is available from 22nd March 2021 until 26th March 2021 ('Promo Period'), unless further extended by us. Customers who wish to benefit from this Special Promo Offer must enter into a valid agreement during the Promo Period. The Promo Period may be extended further by us. For the avoidance of any doubt the 'Promo Terms & Conditions' shall apply.

## 8. Charges and Payments

**8.1** You shall be charged and must pay all Charges applicable to your Services. All Charges (including but not limited to the Monthly Access Fee, rates, tariffs, charges, other fees, maintenance charges and penalties) are listed in these Specific Terms and Conditions and/or in the Schedule of Charges attached hereto.

**8.2** The Monthly Access Fee will be calculated on a pro rata basis according to the date of the provision of the Services ('Commencement Date'). Any recurring Charges (such as Monthly Access Fee) will be charged in advance, together with any other Charges applicable for the previous month (e.g. charges for out of bundle usage, penalties, if applicable, etc.). You shall receive an invoice from epic indicating all applicable Charges during a given timeframe.

**8.3** You are requested to apply for our secure e-billing service by providing us with your e-mail address upon subscription and you will start receiving monthly SMS notifications on your mobile number, informing you that your e-bill (invoice) has been issued. You shall be charged a monthly administrative fee of €3 per invoice if you fail to provide us with your email address.

**8.4** Payment for this Tariff Plan will be via Direct Debit Mandate (unless otherwise specifically agreed with epic). Other methods of payment are subject to a monthly administrative fee of €1.50.

**8.5** You shall settle your bills by the due date as indicated on your invoice, hereinafter "Due Date". Where payments are not made by such Due Date, we reserve the right to charge you a €2 late payment penalty and we may apply interest on sums due in accordance with the applicable laws.

## 9. Disconnection and Penalties

**9.1** A penalty equal to **50% of the Monthly Access Fees (excluding additional fees) × Remaining months of the Minimum Term** shall apply if you disconnect and/or terminate the Services prior to the expiration of the Minimum Term ('Termination Penalty').

**9.2** We reserve the right to terminate the Services if you are in breach of your Agreement. Provided that in such circumstances, you shall still be liable to pay the applicable Termination Penalty in accordance with Term 9.1 above.

**9.3** Upon disconnection:

**9.3.1.** you must settle all outstanding Charges;

**9.3.2.** you must return all Equipment alongside with its original packaging box provided to you by us in good working condition. In default, or should this Equipment be returned damaged or faulty resulting from, but not limited to, misuse, mishandling, wilful damage by liquids, connection to unsuitable supply power, surges, lightening, tampering or service by unauthorised personnel, you will be liable to pay epic the sum of €150 per damaged Equipment.

**9.3.3.** we shall stop providing the Services.

## 10. Service Relocation

**10.1** A re-location of the Services to an address other than the address of the Premises provided within your Order request is subject to a charge set out in the Schedule of Charges. It is at our sole discretion to allow for such re-location request and you acknowledge that we may be unable to accept requests to re-locate the Services to a different address or to reject your request for any reason whatsoever. If you move to another premises and the Services cannot, for whatever reason, be provided at your new address, you may terminate the Services by paying all amounts due, including any applicable Termination Penalty in accordance with these Specific Terms and Conditions.

## 11. Renewal:

**11.1** You may renew your agreement either by calling customer care on 247 or by visiting one of our retail outlets. The list of our retail outlets may be found on this link [www.epic.com.mt/epicstores](http://www.epic.com.mt/epicstores)

## 12. General Terms

**12.1** Upon subscribing to this Tariff Plan, you are automatically accepting to adhere to these Specific Terms and Conditions, the General Fixed Services Terms and Conditions and to any terms referred therein.

**12.2** You are advised to call 247, send us an email on [247@epic.com.mt](mailto:247@epic.com.mt) or visit one of our retail outlets, to learn more about this Tariff Plan. The list of our retail outlets may be found here.

**12.3** 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 to this effect without incurring any penalties for early termination of your Tariff Plan, provided that the penalty for non-returned Equipment shall apply. Your continued use of the service after the expiration of the 30-day time-period signifies your acceptance of any amendment and you may incur penalties should you decide to opt-out of your Tariff Plan.

**12.4** From time to time we may modify the standard settings and/or features of your Tariff Plan to offer an additional value. Such changes might include increasing your 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 written notice and Term 12.3 will not apply.

**12.5** The benefits of this Tariff Plan are meant for individual residential use. Furthermore, we reserve the right to suspend or terminate your service if you abuse of the service and/or use it in a way for which it is not intended.

**12.6** Bandwidth management: In order to guarantee our network integrity, and your access to all points of the Internet even during peak hours when the traffic is particularly high, epic, whilst respecting the principle of equal treatment of traffic, reserves the right to introduce temporary and non-discriminatory traffic management measures.

### Schedule of Charges & Penalties

Charges and Penalties	Price (incl. VAT)
<b><u>Provisioning charges/penalties</u></b>	
Charge for rejected Order due to reasons attributable to you	€20
Charge for cancelled/unsuccessful Installation	€35
Installation of additional fibre tails	€25 per extra 10 metres or part beyond the standard distance of 30 meters
<b><u>Penalty Charges</u></b>	

Suspension of Service – reconnection charge	€20
Charge for non-return of ONT Equipment (Fibre Terminal)	€ 150
Charge for non-return of CPE Equipment (WiFi Router)	€ 200
Early Termination Penalty (including termination due to Breach of Agreement)	50% of the Monthly Access Fees (excluding additional fees) × Remaining months of the Minimum Term
Relocation during the first 12 months	50% of the Monthly Access Fees (excluding additional fees) × Remaining months till the 12th month + €100
Relocation during the second 12 months	€100 or Free if new 24-month tie-in
Other penalty charges	As applicable
<b><u>Support Charges</u></b>	
Support charges (Technician Support in Premises) during business hours	€25 for the first hour and €15 for subsequent hours
Support charges (Technician’s support on Support in Premises) during non- business hours (incl. Sundays and Public holidays)	€30 for the first hour and €17 for subsequent hours
Cost of testing when no fault is found	€30
<b><u>Payment Related Charges</u></b>	
Paper copy of your itemised bill	€2 per itemised bill
Direct Debit Reversals	€8
No Direct Debit Mandate	€1.50 per month
Paper Bills	€3 per month
Suspension of Service - reconnection charge	€20
Late Payment Penalty	€6 penalty shall apply for every invoice that is not paid within the due date stated on the invoice