

Epic Prepaid Traveller

1. Migrate to our Epic Prepaid Traveller ('Traveller') and benefit from a Daily bundle consisting of minutes to call Malta, receiving calls, SMS to send to anywhere, Internet on Your Mobile and local rates for out of bundle usage when abroad within the 'Traveller countries' (Term 6).

2. You may subscribe to Traveller as from 29th June 2012. The new revamped Traveller will start applying from the 18th September 2018. This version of the terms and conditions is applicable as from 1st November 2021.

3. Who can subscribe:

Applicable for those of you subscribed to one of our Prepaid Plans

4. How to subscribe:

4.1. Send an SMS, free of charge to 16200 with the word TRAVEL, call 247 or visit one of our [retail stores](#)).

4.2. Upon subscribing to Traveller, your Roaming tariff shall be migrated to Traveller immediately.

5. Epic **Traveller Add-On**: Upon subscribing to Traveller, you shall thereafter be charged a **Daily** Fee to benefit from a **Daily** bundle of minutes to call Malta, receiving calls, SMS to any destination, Internet on Your Mobile as well as from being **beneficial** rates for usage outside the bundle when travelling in the 'Traveller Countries' (Term 6).

5.1. The applicable **Daily charge** when travelling in Traveller Countries is that of:
€5.99 per day when in Traveller Countries in Term 6

5.2. The **Daily Bundle** applicable when in Traveller Countries:

Daily Bundle	Out of Bundle Rates	In-Bundle Consumption
<ul style="list-style-type: none">- 100 FREE minutes to Malta- 100 FREE SMSs to anywhere- 100MB- FREE incoming calls	<ul style="list-style-type: none">- Calls to Malta and All Traveller Countries (Term 6): €0.25c per minute.- Calls to NON-Traveller countries (Term 7.1): €2.99 per minute.- Calls to Satellite numbers: €9.99 per minute- Calls made out of bundle shall be charged at a per minute basis- SMS: €0.05c per SMS- Data: €0.05 per MB, charged on a per MB basis	<ul style="list-style-type: none">- Voice:- per second- SMS:- per SMS- Data:- per KB

6. Traveller Countries

Traveller countries: [Here](#)

7. Traveller Add-On is not applicable when:

7.1. Travelling in any country not listed in any country mentioned in Term 6 above. Visit the Prepaid [Epic World Rates](https://www.Epic.com.mt/SSP/rates-by-country) (https://www.Epic.com.mt/SSP/rates-by-country) for more information on the applicable rates for any other country not mentioned in Term 6.

7.2. If a call is made to any premium number when roaming, the standard rates shall [apply](#).

7.3. If travelling at Sea (example: cruise liners and ferries), the standard Maritime Roaming rates (https://www.Epic.com.mt/usingphoneatsea/) will apply.

8. Additional Traveller Information:

8.1. You will incur **the Daily charge** upon receiving or making a call, sending an SMS or upon commencing a data session when roaming with Traveller in any country mentioned in the above Term 6. Hence the Daily charge **will not be applied** if: the phone is not used for any service just mentioned, roaming in any country not forming part of Traveller using your phone in Malta

8.2. The Daily Charge and Daily Bundle will be applied on a per day basis (from 00:00 till 23:59) Local (Malta's time). A Daily Rate and a Daily Bundle will be applied once per day according to in which Traveller Zone the first chargeable activity is done. Unused minutes, SMS and Data cannot be carried over to the next day.

8.3. You will automatically receive bundle usage notification upon 80% and 100% usage of any service in the bundle. You will also be able to check the bundle usage by sending a blank SMS to 16290 free of charge.

8.4. No bill shock preventor/ data roaming limit notification is available on Traveller. The bill shock preventor/data roaming limit notification is available on the default Prepaid [Epic World Rates](https://www.Epic.com.mt/SSP/rates-by-country) (<https://www.Epic.com.mt/SSP/rates-by-country>)

8.5. Short codes and rates on Traveller will be as follows:

Number	Rating	Remarks
+35680049999	Free of charge	Tariff information services
+35699909909	Consumed from Bundle	Mailbox
+35699999247	Free of Charge	Call Centre
SMS - 16200	Free of Charge	Optin - Optout
SMS - 16290	Free of Charge	Bundle Check
SMS - 16203	Free of Charge	Topup with local vouchers

8.6. All charges deriving from Traveller include VAT but exclude any other applicable taxes, unless otherwise explicitly stated.

8.7. To Opt-out of Traveller: To switch to the default [Epic World Rates](https://www.Epic.com.mt/SSP/rates-by-country) (<https://www.Epic.com.mt/SSP/rates-by-country>) free of charge, send an SMS with STOPTRAVEL to 16200 or call 247 or visit one of our [retail stores](https://www.Epic.com.mt/Epic-stores/) (<https://www.Epic.com.mt/Epic-stores/>)

8.8. The charges as published on www.Epic.mt will apply to customers who have opted in to Traveller and use their phone when roaming on Epic or Epic approved networks in eligible countries as published on www.Epic.mt. Epic reserves the right to change the countries and/or networks from time to time for commercial or geopolitical reasons; such changes will happen without notice and it is the customer's responsibility to check prior to travel.

8.9. Customers opted in to Traveller can decide to purchase roaming data services from third party operators. While roaming customers may connect to a network other than Epic preferred network in the particular country, provided that Epic has a roaming agreement in place with the operator. If they have purchased an alternative data roaming service, Traveller customers must contact Epic customer care to activate access to the network if that Network is not an Epic approved network. The customer must also manually switch their phone to this alternative network. If a customer has requested to be moved to a non-Epic or non-Epic preferred network for their data services, they will need to manually switch back to the Epic or Epic preferred network if they wish to avail of the Traveller pricing for their voice calls and texts. If a customer does not manually switch back to the Epic or Epic preferred network, they will not be able to avail of the Traveller and related rates. In these circumstances the Customer will be charged at the default EU pricing rate for calls and texts made on the alternative network. These prices are published on www.Epic.com.mt

9. General Terms:

9.1. Our [Quality of Service term](#) applies.

"The benefits of all our products and services, including our prepaid and pay monthly tariff plans

are meant solely for individual use. If, in our reasonable opinion we deem your use as being excessive, we may ask you to moderate your usage, as this may have repercussions on the quality of the network and service levels enjoyed by our other consumers. If after we have informed you to moderate your usage, you fail to do so, we reserve the right to charge you for the excessive element of your usage at your price plan's standard rate or to suspend or terminate your service in accordance with your airtime contract. 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."

9.2. Call our Customer Care on 247, send an email on 247@Epic.com.mt or visit one of our [retail stores](https://www.Epic.com.mt/Epic-stores/) (https://www.Epic.com.mt/Epic-stores/) for further info.

9.3. We may suspend indefinitely or for a definite period, amend/delete or terminate these terms and conditions at any time (collectively 'Modifications') for any valid reason, by giving you a 30 day prior written notice with the proposed Modifications. You may opt-out from using Traveller without incurring any charges should you disagree with the Modifications during the 30 day period, provided that you inform us of your decision to this effect.