Epic Standard

Date: 1.01.2022

Epic Communications Limited
Level 6, SkyParks Business Centre
Malta International Airport
Luqa LQA 4000 – Malta

Epic Communications Limited

Contract Summary

This contract summary provides the main elements of this service offer as required by EU/UK 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/UK (Roaming in EU/UK)	24GB	Unlimited	Unlimited
Usage from Malta to EU/UK (International)	-	Unlimited	Unlimited
Usage in Non-EU/UK (Roaming in Non-EU/UK)	ROW Traveller: 100 minutes to Maltese numbers/100 SMS to anyone/100 MB/Unlimited incoming calls at €5.99 daily in selected countries.		
If Applicable: Care Benefits / Equipment	Device Monthly payments - Tier 0 to Tier 3 are eligible.		

Speed of Internet and Remedies

The mobile data speeds are up to **20Mbps** Upload Speed & **270Mbps** Download Speed (Visit one of our stores in the event of regular discrepancy in speed or other quality measurements.)

Price

Recurring charges

	Bundled services with 2yrs agreement	After agreement expires	Month to Month Contract
Monthly Access Fee	€29.99	€34.99	€34.99
Limited Time Offer	€5 discount if you have one of the Eligible Bundled Services		

Rates Outside the Monthly Bundle:

Data in EU/UK	**Minutes** From MT					**SMS** From MT			
	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5 - Satellite	Zone 1	Zone 2 & 3	Zone 4	Zone 5 - Satellite
€2.95/GB	€0.22c/min from MT to EU/UK only	€0.51c/min	€0.91c/min	€4.50c/min	€9.99c/min	€0.05c/min from MT to EU/UK only	€0.23c/SMS	€0.99c/SMS	€0.99c/SMS

Administrative Fees

- **No Direct Debit Mandate:** €1.50 per tariff plan
- **Paper Copy of Itemised Bill & Paper Bills:** €3 per paper copy
- **Late Payment Fee:** €6 penalty for each invoice not paid before due date
- **Direct Debit Reversals:** €8
- **Migration to Prepaid and Tariff Downgrade:** €10 one time charge
- **Suspension of service reconnection fee:** €20 one time charge
- **Agreement Set Up Fee:** €9.99 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.

Duration, renewal and termination

Contract duration: Month to Month Contract or 24 months in case of Bundled Services

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 or our stores.

Epic Standard Plan

1. The Epic Standard 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 1st November 2021

3. **Tariff Plan & Monthly Bundle**

3.1 This Tariff Plan is available with a month to month rolling Agreement that recurs automatically every calendar month and which provides you with the monthly benefits listed in Table 1 below (the 'Monthly Bundle').

3.2 Upon subscribing to the Tariff Plan you will benefit from the Monthly Bundle that includes:

Monthly Benefits	
Minutes to any Maltese local mobile and fixed numbers whilst in Malta & Minutes to any EU/UK mobile and fixed numbers whilst in the EU/UK/UK & Minutes to any EU/UK mobile and fixed numbers whilst in the Malta	Unlimited
SMS to any Maltese local mobile number whilst in Malta & SMS to any EU/UK/UK mobile number whilst in the EU/UK/UK & SMS to any EU/UK/UK mobile number whilst in the Malta	Unlimited
Data to be used in Malta	Unlimited
Data to be used in EU/UK	24GB
Data Speeds whilst in Malta and in EU/UK	270Mbps Download 20Mbps Upload

Table 1: Monthly Benefits

Black Friday Promo Offer: Customers switching to epic onto the Epic Standard plan, between the 22nd November 2021 and 14th January 2022 ("Promotional Period") can benefit from a 50% discount on their monthly access fee for the first six (6) months. Customers joining Epic or migrating from Epic prepaid onto the Epic Standard plan, between the 22nd November 2021 and 14th January 2022 ("Promotional Period") can benefit from a 50% discount on their monthly access fee for the first 4 months. The Promotional Period may be extended further by us. For the avoidance of any doubt the 'Promo Terms & Conditions' shall apply.

3.3 Any unutilised benefits from the Monthly Bundle shall not be carried forward and will be forfeited at the end of the month.

3.4 Any usage beyond what is provided in the Monthly Bundle shall be charged at the rates set out in term 5 below. Any activity made towards local premium-rated numbers or other services will not be consumed from the Monthly Bundle and will be charged separately as per the rates as set out in term 5 below.

3.5 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.

3.6 Mobile data speeds may vary from time to time due to contention ratios on the network and other factors outside our control, which include dependency on the network coverage as well as on your device. Currently our mobile data service on this Tariff Plan is able to support download speeds up to 270Mbps and upload

speeds up to 20Mbps. For further information about the mobile data speed of this Tariff Plan, kindly see our speed guide.

4. Monthly Access Fee

4.1 All rates and charges quoted below are inclusive of VAT but are exclusive of excise tax or any other taxes which may be applicable.

4.2 You may benefit from the Tariff Plan at the price of thirty-four Euro & ninety-nine cents (**€34.99**) per month (the 'Monthly Access Fee'. If you do not choose DDM as your method of payment, an administrative fee of one Euro and fifty cents (**€1.50**) will be charged and shall be added to your Monthly Access Fee.

4.3 Should you choose to benefit from this Tariff Plan together with any one of our bundled services you will get additional discounts in accordance with the Bundled Services Terms and Conditions.

4.4 In the event that you wish to add a device to this Tariff Plan you may opt to benefit from the Device Monthly Payment Scheme. From Tier 0 to Tier 3 are available with this Tariff Plan (please refer to the Device Monthly Payment Scheme Terms and Conditions).

5. Rates outside Monthly Bundle and Information on Charges

5.1 The rates and charges provided in this term shall apply to any usage which goes beyond what is provided in the Monthly Bundle, i.e. once you use up your monthly benefits included in Monthly Bundle, or if you use services that are not included therein.

5.2 Rates applicable in Malta and EU/UK:

Data usage whilst in EU/UK	Any data usage consumed out of your data allowance will be charged at €2.95 per GB. This bundle will commence once all the data allowance within the tariff is consumed and recur indefinitely until the end of the month
Calls/SMSs to Maltese Premium Rate Numbers	○ Premium Call Rate = fixed line call rate (consumed from plan) + premium rate of the call ○ Premium SMS Rate = charged at the premium rate For more info on premium numbers click here. These rates may change from time to time depending on the applicable regulation For the latest applicable rates on premium numbers click here.
Calls to International Premium Rate Numbers	Charged outside of your Monthly Bundle Premium Call Rate is applied on a per minute basis These rates may change from time to time depending on the charges applied by the premium number operator. For the latest applicable rates on premium numbers click here.
MMS	€0.23c per MMS to any local number when in Malta and any Malta and EU/UK number when in EU/UK

Video Calls	Not consumed from your Monthly Bundle. €0.25c to any local number when in Malta and any Malta and EU/UK number when in EU/UK.
Calls whilst roaming in EU/UK to non-EU/UK numbers	€3.99c per minute
Calls to Satellite Numbers	€9.99c per minute whilst roaming anywhere

Table 2: Out of Bundle Rates

5.3 Rates for international usage

5.3.1 The charges listed below shall apply to any international usage (from Malta) beyond any allowance included in your Monthly Bundle (if applicable). The following activity shall be charged as indicated in table below:

a. Whilst in Malta: Calls/Videocalls/SMS/ from Malta to numbers Zone 1, 2, 3 and 4 countries;

	Calls & Videocalls	SMS	
Zone 1 – EU/UK Countries	Free	Free	
Zone 2	€0.51c per minute	€0.23c	
Zone 3	€0.91c per minute	€0.23c	
Zone 4	€4.50c per minute	€0.99c	
Zone 5 – Satellite	€9.99c per minute	€0.99c	

Table 3: International Usage Rates

5.3.2 For more information about Countries falling under the four zones and other applicable rates, kindly follow this link: https://www.epic.com.mt/calling-abroad/

6. Roaming

6.1 The EU/UK roaming benefits provided with the Monthly Bundle of this Tariff Plan are subject to the Fair Use Policy in line with the EU/UK 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. Administrative charges

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

Service	Applicable Administrative Charge incl. VAT
Migration from this Tariff Plan to a prepaid plan	€10 one-time charge
Paper copy of your itemised bill	€3 per itemised bill
Downgrade to another pay monthly tariff plan with lower Monthly Access Fee	€10 one-time charge – refer to term 8 below.
Direct Debit Reversals	€8
Suspension of Service – reconnection charge	€20
Paper bills	€3 per invoice
Late Payment Penalty	€6 penalty shall apply for every invoice that is not paid within the due date stated on the invoice
Agreement Set-Up Fee	€9.99 one-time charge

Table 4: Administrative charge

8. Termination and Migration

8.1 You can terminate your Agreement or migrate to a different tariff plan by providing us with a 30-day written notice without incurring any termination fees. In the event that you are migrating to a lower tariff plan with a lower Monthly Access Fee before the 30-day notice are over the charges mentioned in term 7 above shall apply. For the avoidance of any doubt these do not apply in case you are migrating to a higher tariff plan with a higher Monthly Access Fee or in case you are migrating after the 30-day notice are over. For the avoidance of any doubt, in the case of migration from any of our 2 year or 1 year agreements to this Tariff Plan, you need to terminate your agreement and pay the respective termination charge.

8.2 In case you are benefiting from other services together with this Tariff Plan the applicable fees in accordance the relevant terms and conditions shall apply.

9. Contact Us

9.1 You are advised to visit our website Epic.com.mt, call our Customer Care on 247, send us an email on 247@Epic.com.mt or visit one of our retail outlets or authorised dealers, to learn more about this Tariff Plan.

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