

Business Traveller

Business Traveller ('ROW Traveller') is applicable to the Epic 'Business Plans' as from the 20th January 2016. This version of the Specific Terms and Conditions is applicable as from 1st November 2021

1. When roaming with ROW Traveller, you shall be charged a daily fee to benefit from a daily bundle consisting of minutes to call Maltese numbers, receiving calls, SMSs to send to anywhere, and Internet on Your Mobile whilst abroad within the 'NEW ROW Traveller countries' as per term 3 below.

2. ROW Traveller (available from 1st March 2016):

3.1. As from the 1st March 2016 onwards, when roaming with NEW ROW Traveller, a daily bundle (the 'Daily Bundle'), that is charged at five ninety-nine (€5.99) Euro per day. This shall apply for the 'NEW ROW Traveller countries', listed here: <https://www.Epic.com.mt/going-abroad-non-euuk-pay-monthly/>

3.2. Each Recurring Daily Bundle will include the following:

Plans	Recurring Daily Bundle
Business Essential/Comfort/Super/Ultra/Advantage/Ultimate Epic Business Lite/Essential/Value/Plus/Pro	- 100 minutes to Maltese numbers - 100 SMSs to anywhere - 100MB - Unlimited incoming calls
Business Prime/Extreme Epic Business Premium	- Unlimited minutes to Maltese numbers - Unlimited SMSs to anywhere - 150MB - Unlimited incoming calls

3.3. **NEW ROW Traveller Out of Bundle Rates:-** Once the Daily Bundle is used, the following out of bundle rates shall apply:

Service	Rates
Calls to Maltese numbers and other Traveller countries	€0.25 per minute
SMS to anywhere	€0.05 per SMS
Data	€0.05 per MB
Calls excluding Maltese numbers (always out of bundle)	€2.99 per minute

3.4. NEW ROW Traveller is not applicable when:

- 3.4.1. Travelling in any country not listed in any country mentioned in Term 3.1 above. Visit the Pay Monthly World Rates (<https://www.Epic.com.mt/SSP/rates-by-country>) for more information on the applicable rates for any other country not mentioned in Term 3.1 above.
- 3.4.2. If a call is made to any premium or satellite number whilst roaming, the standard premium and satellite rates shall apply (<https://www.Epic.com.mt/SSP/rates-by-country>)
- 3.4.3. If travelling at sea (example: cruise liners and ferries), the standard Maritime Roaming rates (<https://www.Epic.com.mt/usingphoneatsea/>) will apply.

4. ADDITIONAL SERVICES

4.1. When on NEW ROW Traveller, you may avail of the following services with corresponding rates as follows:

Number	Rating	Remarks
+35680049999	Free of charge	Tariff information services
+35699909909	Consumed from Bundle	Mailbox
+35699999247	Free of charge	Call Centre

5. **ADDITIONAL INFORMATION:-**

- 5.1. You will incur the respective charges in term 3 above upon receiving or making a call, sending an SMS, or upon commencing a data session whilst roaming with NEW ROW Traveller in any country mentioned in term 3.1 and 4.1 above.
- 5.2. In the case of NEW ROW Traveller, the daily charge shall apply on a daily basis and shall be calculated with reference to Central European Time (from 00:00 till 23:59 CET). In the case of NEW ROW Traveller, the maximum recurrence in term 4.3 above shall be calculated with reference to Central European Time (from 00:00 till 23:59 CET). Unused minutes, SMS and Data cannot be carried over to the next day.
- 5.3. No bill shock preventer or data roaming notification is available on NEW ROW Traveller.
- 5.4. All charges relating to NEW ROW Traveller are inclusive of VAT, but are exclusive of excise tax or any other taxes, which may be applicable
- 5.5. 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.
- 5.6. **To Opt-out of Traveller:** to switch to the [Pay Monthly Epic World Rates](#) free of charge, call 247 or visit one of our [retail outlets](#). This term is applicable with Business Essential, Business Comfort, Business Advantage and Business Prime only.

6. **General Terms:**

- 6.1. Our Quality of Service term your respective Business Plan terms and conditions, and any other relevant terms and conditions shall apply.
- 6.2. Call our Customer Care on 247, send an email on 247@Epic.com.mt or visit one of our retail outlets (<https://www.Epic.com.mt/Epic-stores/>) for further info.
- 6.3. 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. Should you disagree with the Modifications during the 30 day period, you may opt-out of NEW ROW Traveller without incurring any charges, provided that you inform us of your decision to this effect.