

Survey Participation and Competition 2023 Terms and Conditions

1. Scope

- 1.1 Epic Communications Limited ("**we / us / Epic**") is providing its customers an opportunity to participate in a game of skill upon successfully completing a survey questionnaire. The game of skill shall be referred to as Survey Participation **and Competition 2023** ('the Competition').
- 1.2 Epic is launching the Competition through an SMS, subject to these specific terms and conditions (the "**Specific Terms and Conditions**").

2. Definitions

- 2.1 Eligible Customers: means Epic Pay-monthly mobile customers who satisfy the Eligibility criteria.
- 2.2 Finalists: means the Participants who are randomly selected to participate in the Competition.
- 2.3 Participants: means all individuals who respond to the Survey sent to them via SMS.
- 2.4 Survey: means the link sent to Eligible Customers.
- 2.5 Winners: means the Finalists who answer the skill question correctly.
- 2.6 Prize: means One (1) Xiaomi Redmi 9AT NFC.

3. Competition Period

- 3.1 The Competition will commence on the 08/02/2023 upon its announcement via SMS (the "Announcement").
- 3.2 The closing time of the Competition is 14/02/2023 at 23:59 (the "Closing Time"). All entries received after the Closing Time will be invalid and shall not be considered.

4. Eligibility

- 4.1 Eligible Customers must have given us consent to send them such surveys.
- 4.2 Eligible Customers must be subscribed to any Epic Pay-monthly mobile plan.
- 4.3 Eligible Customers must be over 18 years of age.
- 4.4 Participation is free of charge. For the avoidance of any doubt, internet access is required for participation and thus participants may incur costs for such access. Epic shall in no way be liable for any such costs.
- 4.5 No person may enter the Competition more than once and persons may not enter on behalf of any other person.
- 4.6 Entries which are incomplete or misspelt are void and will therefore not be considered for the purposes of this Competition.

5. How to enter

- 5.1 To enter the Competition, Participants must:
 - 5.1.1 Complete the short Survey received via SMS.
 - 5.1.2 For avoidance of doubt, the Survey will not consist of questions which promote Epic's current goods or services.

6. Selection of the Winners

- 6.1 Out of the total Participants five (5) Finalists shall be selected at random to participate in the Competition.
- 6.2 The selected Finalists must answer one (1) skill question correctly as asked by Epic representative through a call by Epic.
- 6.3 Once the Finalists answer the skill question correctly, they shall be deemed as the Winners.
- 6.4 If the Finalists answers the skill question incorrectly, a new Participant will be drawn randomly from the remaining Participants using the same selection process and eligibility criteria.

7. The Prize

- 7.1 The five (5) Winners will be awarded the below Prize each:
 - i. One (1) Xiaomi Redmi 9AT NFC.

8. Notification and acceptance of the Prize

- 8.1 Upon answering the skill question correctly within one (1) week after the Closing Time, the Finalists will be notified if they are one (1) of the five (5) Winners.
- 8.2 The Winners must confirm acceptance of the Prize over the call by Epic.
- 8.3 If Winners cannot be contacted, the Prize will be forfeited and a new respondent will be drawn randomly from the remaining participants using the same selection criteria.

9. General

- 9.1 By entering this Competition, you shall be deemed to have accepted these Specific Terms and Conditions.
- 9.2 By accepting the Prize, the Winners are accepting to participate in photos, recordings, videos and/or film session(s) which may be used for marketing or promotional purposes.
- 9.3 These Specific Terms and Conditions must be read in conjunction with (i) the [General Promo Terms and Conditions](#), (ii) General [Terms and Conditions](#), and any other applicable terms and conditions.
- 9.4 Usage of your personal information shall be governed by Epic's Privacy Policy which is available at www.epic.com.mt/privacypolicy/
- 9.5 We reserve the right to stop, suspend, amend or otherwise alter this Competition and these terms and conditions at any time.
- 9.6 Epic shall not be held liable, for any reason whatsoever, if the Competition is terminated, cancelled and/or postponed to another date. In this event we shall not affect any refunds (if applicable) and furthermore we shall not be obliged to offer an alternative.
- 9.7 This Competition is in no way sponsored, endorsed or administered by or associated with any organisation.
- 9.8 You are advised to visit our website, call our Customer Care on 247 from your mobile or 99999247 from any other phone, send us an e-mail on 247@epic.com.mt or visit one of our retail outlets, if you have any further queries regarding this Competition.