

Terms and Conditions Circle

1. Upon subscribing to Epic Communications Limited's ('we') prepaid base plan (the 'Plan') the customer ('you') shall also become eligible to benefit from the Circle which gives you FREE benefits for twenty-eight (28) days upon topping up with €10 or more (the 'Offer').

2. The Offer is available as from the 29th November 2016 until the 5th January 2017. Offer extended until the 1st November 2021. This version of the terms and conditions is applicable as from 6th April 2023.

3. Upon subscribing to this Offer you will start to benefit from the following:

3.1 FREE Unlimited calls to all Epic local mobile numbers at any time of the week, to be consumed when in Malta AND

3.2 FREE 100MB of internet on your mobile at 4G speeds to be consumed in Malta and the EU/UK.

3.3 The above benefits are valid for twenty-eight (28) days from your top-up day.

3.4 Any additional usage shall be charged as per the below:

3.4.1 Calls made locally and whilst roaming in EU/UK to all local numbers shall be charged at 0.29/min charged on a per minute basis.

3.4.2 SMS sent locally to all local mobile numbers shall be charged at €0.10/SMS.

3.4.3 Internet usage made locally **and when travelling in EU/UK** shall be charged at €0.99 per 200MB valid for one (1) calendar day, for the avoidance of doubt it is valid from 00:00 to 23:59 of the same day when the charge is triggered. Any remaining unutilised MBs shall not be carried forward upon the expiration day time-window. This Out of Bundle rate will commence once all the data allowance within the Plan is consumed.

4. How to subscribe to our Offer:

4.1 Simply buy a new Epic SIM card or port-in your current mobile number to the epic network or switch from your current epic pre-paid plan onto this top up and get plan by visiting one of our retail outlets (www.epic.com.mt/epicstores).

4.2 Upon topping-up with a €10 voucher or more, you shall automatically benefit from the free benefits in accordance with term 3 above.

4.3 For the avoidance of any doubt, your top-up amount which is €10 or more shall not be diminished once you apply for the Offer.

5. Other Terms & Conditions

5.1 When subscribing to the Offer, any previous bundles and allocations will be lost.

5.2 Upon expiry of your twenty-eight (28) day time window, you shall automatically lose any unused benefits from the Offer.

5.3 If, upon the expiration of the twenty-eight (28) day time-window, you would like to benefit once again from the same Offer, you must top-up with a €10 voucher or more.

5.4 If you use up all or any one of the benefits as provided for in term 3 above before the expiration of the twenty eight (28) day time-window, you shall thereafter be charged according to the Epic Prepaid tariff plan default rates as per term 3.4 above, unless you top-up with a €10 voucher or more, in which case a new twenty eight (28) day time-window will start to run from the day of your subsequent top-up.

5.5 You may check your remaining balance at any time by sending a free SMS to 16290.

5.6 The Offer applies strictly with our €10, €20 and €50 top-up vouchers. You will not benefit from the Offer if you top-up with two (2) €5 vouchers.

5.7 With this Offer you cannot benefit from any prepaid add-ons and other offers available at the time. Should you wish to purchase any prepaid add-on, you will be migrated out of the Offer. For the avoidance of any doubt, once migrated out of the Offer, you will not be able to migrate back.

6. Roaming:

6.1. To see the applicable rates whilst roaming in EU and UK please visit [here](#). The EU/UK roaming benefits provided with this Plan are subject to the Fair Use Policy in line with the EU Regulations further explained in [Mobile General Terms and Conditions](#).

6.2 The following rates apply when roaming outside the EU and the UK:

| Usage | From: | Towards: | Rates for Non-EU/UK Usage |
|----------------------------------|-----------------------|-----------------------|--|
| Roaming outside the EU/UK | Any rest of the world | Any rest of the world | Country is part of Prepaid Traveller: Here |
| | country | country | Country is not part of Prepaid Traveller: Here |

Table 1: Roaming rates applicable outside the EU/UK

6.3 Upon subscribing to the Offer you shall automatically benefit from the Epic Prepaid Traveller ('Traveller'). For full details on Traveller, call our Customer Care on 247, send us an e-mail on 247@epic.com.mt, or visit our

website to view the Epic Prepaid Traveller terms and conditions: <https://www.epic.com.mt/wp-content/uploads/2021/06/Epic-Prepaid-Traveller-v3.pdf>

6.4 To Opt-out of Traveller: To switch to the default Prepaid Epic World Rates

(<https://www.epic.com.mt/ratesbycountry>) free of charge, send an SMS with STOPTRAVEL to 16200 or visit one of our retail stores (<https://www.epic.com.mt/epicstores>)

7. International Calling

7.1 International Calls are charged on a per minute basis and will not be consumed from your Bundle. Please visit <https://www.epic.com.mt/calling-abroad/> for more information about the charges.

7.2 Other Charged Applicable in Malta, EU/UK:

| | |
|---|---|
| <p>Calls/SMSs to Maltese Premium Rate Numbers</p> | <ul style="list-style-type: none"> ○ 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/s. For the latest applicable rates on premium numbers click here. |
| <p>Freephone Numbers</p> | <ul style="list-style-type: none"> ○ Both fixed and mobile calls towards the 8000X range are neither charged for nor consumed from the bundle. ○ Mobile calls towards the 800X range (excluding calls towards the 8000X range) are charged at fixed line call rate (consumed from plan) whilst fixed calls are free-of-charge (not consumed from plan). ○ For more info on Freephone numbers kindly consult the Framework for Freephone services in the 800 range on the MCA website, located here. |
| <p>Short Codes</p> | <ul style="list-style-type: none"> ○ Mobile calls to tariffs type B and C are charged at fixed line call rate (consumed from plan). ○ Fixed calls to tariff type C only are charged at fixed line call rate (consumed from plan). ○ For more info on short codes and Tariff Types B and C, kindly consult the Short Code Matrix on the MCA website, located here. |
| <p>DES Calls</p> | <ul style="list-style-type: none"> ○ Calls towards 1182 are charged at the same rate as a call to offnet fixed. |
| <p>Calls to International Premium Rate Numbers</p> | <p>Charged outside of your Monthly Bundle</p> <p>Premium Call Rate is applied on a per minute basis</p> <p>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.</p> |

8. Opting-out of the Offer:

8.1 To stop benefitting from the Offer:

8.1.2 Subscribe to any other prepaid add-on or prepaid plan or visit and of our retail stores.

8.2 Once you stop the Offer as per term 8.1 above, you will not be able to re-apply for the Offer.

9. General

9.1 Upon subscribing to this Offer you shall automatically be deemed as having accepted to adhere to these terms and conditions.

9.2 All prices and charges quoted herein are inclusive of VAT, but exclude any other taxes, which may be or may become applicable, unless otherwise explicitly stated.

9.3 The [Epic General Mobile Terms and Conditions](#), our [Quality of Service term](#), our [4G Services term](#), and the [Epic Prepaid Traveller terms and conditions](#), and any other of our relevant terms and conditions shall apply.

9.4 You are advised to visit our website epic.com.mt call our Customer Care on 247 from your mobile or 9999 9247 from any other phone, send us an email on 247@epic.com.mt or visit one of our retail outlets or authorized dealers if you have any further queries regarding the Plan and/or TUG Plans.

9.5 We reserve the right to suspend indefinitely or for a definite period, amend/alter/delete or terminate these Terms and Conditions and/or the Offer at any time (collectively referred to as the 'Modifications') and for any valid commercial, technical or operational reason, by giving you a 30 day prior written notice with the proposed amendments/alterations or stating the reason for the suspension and/or termination thereof. Should you disagree with the Modifications during the 30 day time-period, you shall have the right to terminate your service or switch tariff plans without incurring any penalties, if applicable, by informing us of your decision to this effect. If not, you shall be deemed as having accepted such Modifications.