



This contract summary provides the main elements of this service offer as required by EU Law*. It helps to make a comparison between service offers. Complete information about the Service is provided in other documents

Fixed Home Internet and Telephony with following Monthly Bundle	
Fixed Internet Allowance	400 GB
Telephony Service	Minutes
Calls to any local fixed number	Unlimited
Calls to local epic mobile numbers	Unlimited
Calls to any other local mobile number	€0.23c/minute
If Applicable (Internet Device Provided)	Yes

The fixed speeds are up to 15Mbps Upload Speed & 35Mbps Download Speed (Visit one of our stores in the event of regular discrepancy in speed or other quality measurements.)

Recurring charges Administrative Fees

Monthly Access Fee	2yrs agreement	1yr agreement	Month on Month	After agreement expires
With DDM discount	€27.98	€27.98	€27.98	€27.98
Without DDM discount	€29.98	€29.98	€29.98	€29.98
Device Rental Fee	Not Applicable	Add €5/month	Add €5/month	Not Applicable
Non-Refundable Device Fee	Not Applicable	Not Applicable	€75 one-time fee	Not Applicable

- o **Paper Copy of Itemised Bill:** €2 per paper copy
- o **Paper Bills:** €3 per invoice
- o **Late Payment Fee:** €6 penalty for each invoice not paid before due date
- o **Direct Debit Reversals:** €8
- o **Suspension of service reconnection fee:** €20 one-time charge

All rates and charges quoted above are inclusive of VAT but are exclusive of excise tax or any other taxes which may be applicable. Other charges specific to epic Home Fixed Internet and Telephone Services are listed in the applicable Terms and Conditions.

Contract duration: 12 or 24 Months or Month on Month

Termination: If you are terminating whilst in contract the following penalty applies: 50% of the Monthly Access Fee x remaining months. You must return all Equipment alongside with its original packaging box provided to you by us in good working condition. In default, or should this Equipment be returned damaged or faulty resulting from, but not limited to, misuse, mishandling, wilful damage by liquids, connection to unsuitable supply power, surges, lightening, tampering or service by unauthorised personnel, will be liable to pay us the sum of €200 per damaged Equipment.

Downgrade and Upgrade: Not applicable

Renewal For assistance to renew your Agreement please get in touch with us.

Features for end-users with disabilities: Not applicable

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 Fixed Home Internet and Telephone Service

1. The Epic Fixed Home Internet & Telephone Service Terms and Conditions are offered by Epic Communications Limited ('we') to existing and new fixed services customers ('you'). Epic reserves the right to limit the number of plans offered to a single person/legal entity. These Specific terms and conditions form an integral part of your Agreement for the provision of the services included in this Tariff Plan. These Specific Terms and Conditions constitute a legally binding contract between you and us and must be read in conjunction with (i) [General Fixed Services Terms and Conditions](#), (ii) [Epic Secure E-Billing Service Terms and Conditions](#), (iii) [4G Service terms](#), and any other terms and conditions that might be referred therein. In the event of a conflict between any of the terms, the applicable precedence shall be the order in which the terms are mentioned in this term 3 (highest level of precedence first).

2. You may subscribe to any one of the Epic Fixed Home Internet & Telephone Services Plans as from the 1st September 2019. This version of the Specific Terms and Conditions is applicable as from 6th April 2023.

3. Epic **Home Fixed Internet & Telephone Services Plans** available (the '**Tariff Plans**');

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

3.2. Bundled Fixed Internet & Telephone Plans:

Option A: Epic Fixed **Home Internet & Telephony Service on a one (1) year agreement or**

Option B: Epic Fixed **Home Internet & Telephone Service on a two (2) year agreement**

Option C: Epic Fixed **Home Internet on a Month on Month agreement**

Epic Fixed Home Internet & Telephone

Monthly access fee including DDM discount	€24.99/month
Monthly access fee without DDM discount	€26.99/ month
Fixed Internet data cap	400Gb /month
Download Speed (estimated maximum)	Up to 35Mbps
Upload Speed (estimated maximum)	Up to 15Mbps

Internet Device Provided by Epic – Monthly Device Rental Fee	2year agreement – No Rental Fee 1year agreement - €5 extra /month Month on Month agreement - €5 extra /month
IP-Dynamic	1 Free
Installation Charge and On-site support Charge	Refer to Term 6.2
Service Description	TSR download estimate 10-30 Mbps

Fixed Telephony Service

Monthly access fee	€2.99 /month
Calls to any local fixed number	Unlimited
Calls to local Epic mobile numbers	Unlimited
Calls to any other local mobile numbers	€0.23 /min
Calls to Premium rate numbers	Charged outside of your unlimited call minutes Premium Call Rate = fixed line call rate (consumed from plan) + premium rate of the call For more information on premium rates visit: http://www.mca.org.mt/notices-and-announcements/premium-rate-numbers-all-you-need-know
Freephone Numbers	<ul style="list-style-type: none"> o Both fixed and mobile calls towards the 8000X range are neither charged for nor consumed from the bundle. o 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). <p>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	<ul style="list-style-type: none"> o Mobile calls to tariffs type B and C are charged at fixed line call rate (consumed from plan). o Fixed calls to tariff type C only are charged at fixed line call rate (consumed from plan). <p>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	Calls towards 1182 are charged at the same rate as a call to offnet fixed.
International call rates	More Information here

4. Epic Fixed Home Internet and Telephone Service Offers

4.1. Epic is offering you the **Buy and Try promotion** when choosing **Option B**. This promotion gives you:

a) **Cooling Off Period:** These Tariff Plans come with a **14-day cooling off period** within which you can decide to stop the agreement, by returning the device/s to the [Epic Birkirkara Store](#) without incurring any penalties. All devices must be returned in a good working condition, and with their original packaging, in default, a penalty of €200 shall apply in line with term 6.2 below.

b) The **Buy and Try promotion** shall be available once, per subscriber, per contract.

5. Proper use of the Fixed Internet Device (the 'Device')

5.1. The Fixed Services provided for under this Tariff Plan should be used in good faith, and by respecting the limits as set out in this term 5.

5.2. You hereby acknowledge and accept that the Device provided for by Epic is used solely at the fixed address that you provide upon activation of the Fixed Services.

Should you wish to change your fixed address, you are requested to contact us in accordance with term 11.2. The use of the Device at any other address than the one communicated to us is strictly prohibited. Should you breach this term 5.2, Epic reserves the right to terminate and/or suspend your Fixed Services

5.3. The Fixed Internet Service carries with it a data cap of 400GB per month (the 'Data Limit'). Once you reach this Data Limit, Epic reserves the right to suspend and/or stop your service for the remainder of the then current month. Any unutilised data from the 400GB data cap at the end of the month shall not be carried forward to the following months

6. Administrative charges and other rates

6.1. The following administrative charges shall apply:

Service	Applicable Administrative Charge incl. VAT
Paper copy of your itemised bill	€2 per itemised bill
Direct Debit Reversals	€8
Suspension of Service – reconnection charge	€20
Paper bills	€3 per invoice

Change in Customer Details	FREE
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These charges cover the work involved in processing each request/payment instructions as well as any stationary costs relative thereto.

6.2. Other Rates that may apply:

Service/ Product	Applicable Rate incl. VAT
Static IP address	€2 per month for each Static IP
CPE Fixed Internet Device	€200/ device
Choosing you own Fixed Telephone number	€6.50 one-time charge
Non-refundable Device Fee (Month on Month agreement)	€75 one-time fee
Support charges (Technician Home visit) during business hours	€25 for the first hour and €15 for subsequent hours
Support charges (Technician Home visit) during non- business hours (incl. Sundays and Public holidays)	€30 for the first hour and €17 for subsequent hours
Abandoned Installations	€20
Optional External Antenna Installation	€125 one-time charge
Late Payment Penalty (applicable for customers subscribing to this Tariff Plan as from the 1st October 2016)	€6 penalty shall apply for every invoice that is not paid within the due date stated on the invoice

7. Disconnection and Penalties

7.1. A penalty equalling to **50% Monthly Access Fees (excluding additional fees) × Remaining months into contract** shall apply upon disconnection and/or termination (prior to the expiration of your Agreement).

7.2. Upon disconnection of service, the Device alongside with its original packaging box should be returned to any of Epic store in good working condition. In default, or should this equipment be returned damaged or faulty resulting from, but not limited to, misuse, mishandling, wilful damage by liquids, connection to unsuitable supply power,

surges, lightning, tampering or service by unauthorised personnel, the customer will be liable to pay Epic the sum of €200.

7.3. Epic reserves the right to terminate the service if there is a breach of these terms and conditions. Provided that in such circumstances, you shall still be liable to pay the applicable penalty in terms of term 7.1 above.

8. Payment

8.1. The Monthly Access Fee will be calculated on a pro rata basis according to the effective date of your Agreement and shall be charged in arrears together with an out of bundle usage at the rates provided in term 3.2 above.

8.2. Payment for this Tariff Plan will be via Direct Debit Mandate.

8.3. Epic reserves the right to impose interest at the maximum rate permissible at law with respect to any overdue amount owed to Epic for the fixed services provided.

9. You may renew your agreement either by calling customer care on 247 or by visiting one of [our retail stores](#).

10. E-Billing: You are requested to apply for our secure e-billing service by providing us with your personal e-mail address upon subscription and you will start receiving a monthly SMS notification on your mobile number, informing you that your e-bill has been issued. You shall be charged a monthly administrative fee of €2 per invoice if you fail to provide us with your personal email address.

11. General Terms and Conditions

11.1. Upon subscribing to this Tariff Plan, you are automatically accepting to adhere to these terms and conditions, and the General Fixed Services terms and conditions.

11.2. You are advised to call 1623, send us an email on 247@epic.com.mt or visit one of our [retail stores](#), to learn more about this Tariff Plan.

11.3. We reserve the right to suspend indefinitely or for a definite period, amend/alter/delete or terminate these terms and conditions at any time (collectively the 'Modifications'), by giving you a 30 calendar days' prior written notice with the proposed amendments/alterations or stating the reason for the Modifications thereof. Should you disagree with the proposed Modifications during the 30-day time-period, you shall have the right to opt-out from your Tariff Plan by informing us of your decision to this effect without incurring any penalties for early termination of your Tariff Plan, provided that if benefiting from a device subsidy a penalty for a device (term 7) applies. Your continued use of the service after the expiration of the 30-day time-period signifies your acceptance of any amendment and you may incur penalties should you decide to opt-out of your Tariff Plan.

11.4. From time to time we may modify the standard settings and/or features of your Tariff Plan to offer an additional value. Such changes might include increasing your allowances or improving your connectivity speeds. In case that such changes are approved and considered to be inherently beneficial by the Malta Communication Authority in accordance with applicable laws, we will inform you about the changes by giving you a 1-day prior written notice and term 11.3 will not apply.

11.5 The benefits of this Tariff Plan are meant for individual residential use. 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.

11.6 Bandwidth management: In order to guarantee our network integrity, and your access to all points of the Internet even during peak hours when the traffic is particularly high, Epic, whilst respecting the principle of equal treatment of traffic, reserves the right to introduce temporary and non-discriminatory traffic management measures.