



This plan 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

**Services and Equipment:**

Mobile Voice Telephony with following Monthly Bundle	Data		Minutes	SMS
	Basic	Standard		
Usage in Malta	5GB*	20GB*	400 Minutes	Unlimited
Usage in EU/UK (Roaming in EU/UK)				
Usage in Non-EU/UK (Roaming in Non-EU/UK)	N/A			
If Applicable: Care Benefits / Equipment	*Extra 5GB and 20GB on Basic and Standard Respectively when choosing Easy Top-Up.			

**Speed of Internet and Remedies**

The mobile data speeds are up to 45Mbps Upload Speed & 270Mbps Download Speed (Visit one of our stores in the event of regular discrepancy in speed or other quality measurements.)

**Price**

Monthly Price:	
Basic: €8.99	Standard: €12.99

**Rates Outside the Bundle:**

Data in EU/UK	Minutes from MT/EU/UK to:						SMS from MT/EU/UK to:			
	MT	Zone 1	Zone 2	Zone 3	Zone 4	Satellite	MT	Zone 1	Zone 2 & Zone 3	Zone 4 & Satellite
€0.99c/200MB	€0.29c/min	€0.22c/min	€0.30c/min	€0.35c/min	€4.50c/min	€9.99c/min	€0.10c/SMS	€0.07c/SMS	€0.23c/SMS	€0.99c/SMS

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**

**Plan duration: 28 Days**

**Renewal: Via Epic Website / Via Epic App/ Automatically via Easy Top-Up/ Manual Top-Up of €10 or €15**

**Termination: Send an SMS with "STOPYouth" to 16200**

**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](http://www.Epic.com.mt/privacypolicy) or our stores.

## Youth Plans

1. The Youth Plan ('Youth Plan'/the 'Plan') is a prepaid plan offered by Epic Communications Limited ('we') to its new and existing prepaid 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 Youth Plan as from the 17<sup>th</sup> November 2020. This version of the Specific Terms and Conditions is applicable as from 6<sup>th</sup> April 2023.
3. Who can subscribe:
  - 3.1 The Youth Plan is offered exclusively customers under the age of 29 years. In order to subscribe to this Plan, you need to provide us with to evidence that you are under the age of 29 years and we reserve the right to verify your age at any point during your subscription. In case you fail to provide us with sufficient evidence that you are 29 years or younger, we reserve the right to refuse any such subscription request or to migrate you from this Plan to the Base Plan pre-paid tariff plan available at the time. You shall receive prior notification stating that you have been migrated off this Plan.
4. The Youth Plan Benefits:
  - 4.1 You can benefit from the Youth Plan upon successfully signing up by using one of the methods described in term 7 below. Once you are signed up to the Youth Plan, you can activate the Basic or Standard Option (collectively 'Youth Options'; each individually 'Youth Option') upon successfully topping up and availing yourself from the benefits described in the Table 1 below (depending on the top-up amount).
  - 4.2 For the avoidance of any doubt, the Youth options are only triggered by the successful top-up. You cannot purchase any Youth Options from your credit, including the credit left in account as set out in Table 1 below.
  - 4.3 The Price of the Option specified below is inclusive of Value Added Tax. The excise tax due is deducted from the Top-Up Trigger (as specified below). For the avoidance of any doubt any other taxes which may be applicable shall be deducted accordingly.

Benefits	Basic	Standard
<b>Data (to be used in Malta and whilst in EU/UK)</b> when topping up with Easy Monthly Top-Up*	10GB**	40GB**
<b>Data (to be used in Malta and whilst in EU/UK)</b> when topping up with any other method	5GB	20GB
<b>Calls to Any Mobile &amp; Fixed Number (to be used in Malta and whilst in EU/UK)</b>	400 minutes	400 minutes
<b>SMS to Any Mobile Number (to be used in Malta and whilst in EU/UK)</b>	Unlimited	Unlimited
<b>Price of the Option</b>	€8.99	€12.99
<b>Validity Period</b>	28 days	28 days
<b>Top-Up Trigger</b>	€10 Top-Up	€15 or more Top-Up
<b>Credit left in the main account</b>	€0.63	€0.43

**Table 1: Basic/Standard Options benefits:**

\* For the avoidance of any doubt, you will get an extra 5GB and extra 20GB on the Basic and Standard Options respectively automatically when you choose easy top-up as your method of payment. This means that once you are on one of the Options mentioned in Table 1 and you are subscribed for easy top-up monthly or easy top-up bi-weekly your account will automatically be topped-up every 28 days respectively and you will get extra data as described above. For more information on easy top-up kindly visit, [here](#).

4.4 The benefits (Data allowance, minutes & sms) provided with each Option are valid for the duration of the Validity Period set out in Table 1 above, unless you top up with the same Top Up Trigger amount whilst your Youth Option is still valid (see point 1 below). This means that there are two scenarios that apply to your benefits depending on the amount and time of your next Top Up:

i. Top up with the same or different Top Up Trigger amount whilst your Youth Option is still valid (see Validity Period in Table 1 above)

Any remaining benefits will be carried forward and can be used during your next Validity Period.

Example: Day 1 you top-up €10 and you get Youth Basic which expires in Day 28. On Day 26 you top-up again with €10; this will trigger Youth Basic again, and you will also keep any unused benefits from your previous Youth Basic Option and can be used whilst the 2nd Option is valid.

Example: Day 1 you top-up €10 and you get Youth Basic which expires on Day 28. On Day 26 you top-up again with €15 and this will trigger Youth Standard, and you will also keep any unused benefits from your previous Youth Basic Option and can be used whilst the 2nd Option is valid.

4.5 Once the Validity Period of your Youth Option expires, any remaining unused benefits will be forfeited. For the avoidance of doubt, this does not apply to the Credit left in your account which will remain available. We will notify you via SMS 1-day before, 2 hours before and upon the expiration of your Youth Option that such option has expired or shall expire and any unused benefits have or will therefore be lost.

4.6 Add-On Bundles may be purchased and may be utilised concurrently with the Plans.

## 5. Out of Bundle Rates

### 5.1 In case:

- a. your Youth Option has expired; or
- b. you have consumed all the benefits provided with your Youth Option; or
- c. you have signed up to Youth Plan and you have not topped up with €10 or more to trigger another Youth Option the rates set out in Table 2 below shall apply. For the avoidance of any doubt, the rates set out in Table 2 apply also to any out of bundle usage, i.e. usage of services that are not included in the benefits provided with the Youth Options (as stated in Table 1).

#### Out of Bundle Rates (Local and EU/UK) \*

1. **Calls:** 29c per minute.

2. **SMS:** 10c per SMS.

3. **Data:** €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.

#### Table 2: Out of Bundle Rates

\* For the avoidance of any doubt the above rates apply for usage done towards any other local number (mobile and fixed), EU/UK to other EU/UK number (mobile and fixed) and also from EU/UK towards Maltese numbers (mobile and fixed). These rates do not apply for international usage done from Malta towards EU/UK or any other Zone. For such rates please refer to table 3 below.

### 5.2. International Rates

The below table applies for calls and SMSs from Malta towards other than EU/UK countries (mobile and fixed lines):

<b>International usage</b>	Malta	Any rest of the world country	Please refer to <a href="#">here</a> for rates.
----------------------------	-------	-------------------------------	---

Table 3: Out of bundle rates for customers benefitting from the Packs

5.3. You can monitor your usage and check your credit by sending a blank SMS to 16290 from your mobile phone free of charge. You are hereby being advised that this only serves as guidance as it may

not always be accurate. Therefore, should you exceed the benefits allowance provided with your Option; you will still be liable for all charges for out of bundle usage.

#### 5.4. Other Charges Applicable in Malta and EU/UK:

Calls/SMSs to Maltese Premium Rate Numbers	<ul style="list-style-type: none"> <li>○ Premium Call Rate = fixed line call rate (consumed from plan) + premium rate of the call</li> <li>○ Premium SMS Rate = charged at the premium rate</li> </ul> <p>For more info on premium numbers click <a href="#">here</a>.</p> <ul style="list-style-type: none"> <li>○ These rates may change from time to time depending on the applicable regulation/s. For the latest applicable rates on premium numbers click <a href="#">here</a>.</li> </ul>
Freephone Numbers	<ul style="list-style-type: none"> <li>○ Both fixed and mobile calls towards the 8000X range are neither charged for nor consumed from the bundle.</li> <li>○ 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). <ul style="list-style-type: none"> <li>○ For more info on Freephone numbers kindly consult the Framework for Freephone services in the 800 range on the MCA website, located <a href="#">here</a>.</li> </ul> </li> </ul>
Short Codes	<ul style="list-style-type: none"> <li>○ Mobile calls to tariffs type B and C are charged at fixed line call rate (consumed from plan).</li> <li>○ Fixed calls to tariff type C only are charged at fixed line call rate (consumed from plan). <ul style="list-style-type: none"> <li>○ For more info on short codes and Tariff Types B and C, kindly consult the Short Code Matrix on the MCA website, located <a href="#">here</a>.</li> </ul> </li> </ul>
DES Calls	<ul style="list-style-type: none"> <li>○ Calls towards 1182 are charged at the same rate as a call to offnet fixed.</li> </ul>
Calls to International Premium Rate Numbers	<p>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 <a href="#">here</a>.</p>

#### 6. Roaming

6.1 You can benefit from Youth Option whilst roaming in the EU/UK as described in in Table 1 above or from the Youth Plans' Out of Bundle rates set out in Table 2. The EU/UK roaming benefits provided with this Plan are subject to the Fair Use Policy in line with the EU/UK Regulations further explained in [Mobile General Terms and Conditions](#). To see the applicable rates whilst roaming in EU and UK please visit [here](#)

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 country	Any rest of the world country	Country is part of Prepaid Traveller: <a href="#">Here</a>
			Country is not part of Prepaid Traveller: <a href="#">Here</a>

Table 4: Roaming rates applicable outside the EU/UK

#### 7. How to benefit from one of the Youth Options:

7.1 In order to benefit from Youth Options, you need to:

- a) Successfully sign up by using one of the methods described in term 7.2 below
- b) Successfully top up your account with at least €10 or more.

7.2 How to sign up:

**Sign up**

**Step 1: Joining the Youth Plan**

By logging in to My Account using [EPIC Website](#) and successfully registering on the Youth Plan. To successfully register, you would need to satisfy the age verification requirements.

**OR**

Visiting one of our retail stores and presenting a valid identification documentation to confirm age.

- 7.3 Upon signing up to Youth Plan, we shall send you a verification SMS confirming your successful subscription. You will be automatically switched on to Youth Plan upon such confirmation. In the event that the sign-up is done through the My Account, upon passing the age verification step you will be automatically switched on to Youth Plan and the Youth Plan Opt-In is assigned upon such confirmation.
- 7.4 In the event that you use your mobile handset before receiving the SMS notification confirming your successful sign-up to Youth Plan, you shall automatically be charged according to the plan you would be subscribed to prior to the signing up.
- 7.5 Once you sign-up to the Youth Plan the Out of Bundle rates set out in term 6 above shall apply.
- 7.6 If during your subscription to Youth Plan you sign up to another pre-paid or post-paid plan or you terminate your subscription to Youth Plan, you will automatically lose any unused benefits.

**Step 2: Signing-Up to one of the Youth Options explained in Table 1 above**

You can choose between one of the below options:

By logging in to My Account using Epic Web and signing up for Basic or Standard through the website

**OR**

Visiting one of our retail stores

- 7.7 The Youth Option benefits will be assigned once a successful top up is completed.
8. How to unsubscribe from Youth Plan:

Unsubscribe	Send an SMS with 'STOPYouth' to 16200
-------------	---------------------------------------
  - 8.1 You may unsubscribe from Youth Plan at any time. Unsubscribing from the Youth Plan by sending the SMS text provided in this term, will automatically mean that you are opting-out of both the Youth Plan and the Youth Option. When you unsubscribe from the Youth Plan, you will automatically forfeit any unused benefits. For the avoidance of any doubt, this is applicable for all Options. Upon successfully unsubscribing you will be placed on the Base Plan or any other plan that may be applicable at the time and shall be subject to Base Plan Terms and Conditions.
  - 8.2 If you, whilst being subscribed to the Youth Plan, decide to subscribe to any other prepaid plan or add-on bundle that is not compatible with the Youth Plan, you shall automatically stop benefiting from the Youth Plan and your Youth Option and any unused benefits of such Option shall be lost.
9. Contact Us
    - 9.1 You are advised to visit our website, send us an email on [247@epic.com.mt](mailto:247@epic.com.mt) or visit one of our retail outlets, to purchase or learn more about this Plan. Further support on prepaid plans is available at [epic.com.mt/support](http://epic.com.mt/support).