



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

Services and Equipment:

TV Service:	
Service Description	TV by Epic is an Add-On service which enables the subscriber enrolled to it to view TV Channels. Add-on is available to all new and current Epic Customers who are subscribed to Epic Fibre Services.
TV Channels	35+
Product Features	Catchup, Recording, Play/Pause, Start Over, Recommendations
Equipment:	Up to 3 Set top boxes provided

Monthly Access Fee	€6.99 for TV by Epic
Device Rental Fee	€2.99 per month per Set top box

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 TV by Epic Add-On are listed in the applicable Terms and Conditions.

Duration, renewal and termination

Contract duration: Month-to-Month

Termination: If you wish to terminate the service, no penalties apply. 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, you will be liable to pay us the sum of €70 per missing or damaged TV Box, €20 per missing or damaged TV Remote Control and €6 per missing cable.

Downgrade and Upgrade: Not available

Renewal: Not available

Features for end-users with disabilities: Not available

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 or our stores.

TV by Epic Add-On

1. The TV by Epic Add-on ('Add-on') is offered by Epic Communications Limited ('we' or 'us') to its new and existing residential customers ('you') subscribing to any of Epic's fixed internet service found [here](#) ('Epic Fixed Services'). When you subscribe to this Add-on, you are automatically accepting to adhere to these Specific Terms and Conditions, epic General TV Terms and Conditions, [epic General Fibre Fixed 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 this Add-on as from the 28th February 2023. This version of the Specific Terms and Conditions is applicable as from 01st April 2023.

3. Monthly Add-on Fee:

TV by Epic Add-On	
Monthly Add-on Fee	€6.99 per month for TV by Epic app + €2.99 per month per each Set Top Box requested (up to 3 Set top Boxes)

Table 1: Monthly Add-on Fee

- 3.1. All rates and charges quoted above are inclusive of VAT but exclusive of any other taxes, which may be applicable.
 - 3.2. The Add-on will be activated on the date that you subscribe to and accept these Specific Terms and Conditions.
 - 3.3. Any recurring charges (such as Monthly Add-on Fee) will be charged in advance, together with any other Charges applicable for the previous month (e.g. penalties, if applicable, etc.).
 - 3.4. The Add-on is a pro-rated service. For the avoidance of doubt, addition of the Add-on during the month, will have the monthly access fee invoiced pro-rata at the beginning of the following month together with the full monthly access fee of the following month.
4. **The Monthly Add-on:**
 - 4.1. The Add-on is available with a month-to-month rolling Agreement that recurs automatically every calendar month.
 - 4.2. The Add-on entitles you to:
 - 4.2.1. get one username for the TV by Epic app which you can use to register on up to 4 devices and you can add up to three (3) Set Top Boxes;
 - 4.2.2. watch 35+ TV channels;
 - 4.2.3. use TV features on 30+ channels such as Catchup, Recordings, Start Over and Recommendations
5. **Termination and Migration**
 - 5.1. The Add-on is offered on a month-to-month basis and no penalties are applicable for early termination. Hence for the avoidance of doubt, you may terminate the Add-on at any point in time.
 - 5.2. The Add-on is offered in conjunction with Epic Fixed Services listed [here](#). Should you terminate your Epic Fixed Service with which the Add-on is being offered in conjunction with, then the Add-on will also be terminated.
6. **Service Installation**
 - 6.1. The Add-on is being offered on self-install basis. In case you need a site visit for support or installation of the service, a one-time charge of Eighty Euros (€80) shall apply per visit.
7. **Contact Us**
 - 7.1. You are advised to visit our website [Epic.com.mt](#), call our Customer Care on 247, send us an email on 247@epic.com.mt or visit one of our retail outlets or authorised dealers, to learn more about this Add-on.

8. Schedule of Charges & Penalties

Charges and Penalties	Price (incl. VAT)
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<u>Provisioning charges/penalties</u>	
One-time installation fee	€80
Charge for cancelled/unsuccessful Installation	€35
Onsite Visit	€80
<u>Penalty Charges</u>	
Charge for damaged or non-return of Set Top Box	€70 per Set Top Box
Charge for damaged or non-return of TV Remote Control	€20 per Remote Control
Charge for non-return of Cable	€6 per cable