

# Epic International Plan 2020

1. Epic International Plan (the 'Plan') is offered as a promotional plan by Epic Communications Limited ('we') to its new and existing customers ('you') under these terms and conditions ('Specific Terms and Conditions'). The Tariff Plan consists of a free top-up and get product giving you data and special international rates towards selected countries ('Monthly Bundle/s').
2. You may subscribe to the Plan as from the 1st August 2020. This version of the Specific Terms and Conditions is applicable as from 3<sup>rd</sup> July 2023.
3. These Specific Terms and Conditions constitute a legally binding contract between you and us and must be read in conjunction with: (i) Quality of Service term, (ii) epic General Terms and Conditions, and any other term and condition 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). These Specific Terms and Conditions must be read in conjunction with epic Privacy Policy, Traffic Management Policy and Acceptance Usage Policy.
4. epic reserves the right to limit the number of Plans offered to a single person

## 5. Who can subscribe:

- 5.1. This Plan is offered to new or existing epic customers who would like to purchase a new epic SIM ('Starter Pack') sold by specific third-party dealers or through our official epic Stores, unless otherwise specified by us.
- 5.2. In cases where it is determined that you are subscribed to this Plan and are in breach of these Specific Terms and Conditions, we reserve the right to migrate you from this Plan to the default pre-paid tariff plan available at the time. You shall receive a prior notification stating that you have been migrated off this Plan.

## 6. The International Plan:

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

6.1. You can benefit from the Plan upon successfully signing up by using one of the methods described in term 7 below. Once you are signed up to the Plan, you can activate the International SIM 2020 upon successfully topping up and avail yourself from the benefits described in the Table 1 below (this, dependant on the top-up amount).

6.2. For the avoidance of any doubt, the International SIM 2020 is only triggered by the successful top-up and you cannot purchase the International SIM 2020 from existing credit, including the Credit Left in account as set out in Table 1 below.

### **Table 1: International SIM 2020 benefits valid for 28-days:**

Benefits	International SIM 2020
<b>Data</b> (to be used in Malta and whilst in EU/UK)	5GB
<b>Special International Rates towards selected countries</b> (refer to point 6.7 below)	
<b>Price of the International SIM 2020</b>	€0
<b>Validity Period</b>	28 days
<b>Top-Up Trigger</b>	€10 Top-Up or more
<b>Credit in the main account</b> (The amounts listed in this section are final, which means that the 4% excise tax has been already deducted from the topped-up amount)	€9.62

6.3. The benefits provided with International SIM 2020 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 International SIM 2020 is still valid (see subsection 6.3.1 below).

6.3.1 Top up with the same Top Up Trigger amount whilst your International SIM 2020 is still valid (see Validity Period in Table 1 above)

- a. Any remaining benefits will not be carried forward
- b. Example: Day 1 you top-up €10 and you get International SIM 2020 which expires on Day 28. On Day 12 you top-up again with €10; this will trigger International SIM 2020 again with all its benefits, and you will lose any unused data from your previous International SIM 2020 during your new Validity Period.

6.4. Upon the expiration of the Validity Period of your International SIM 2020, any remaining unused benefits will be forfeited on the date of such expiration. For the avoidance of doubt, this does not apply to the Credit left in your account which will remain available. Upon the expiration of the Validity Period, you will receive an SMS notification whereby we inform you that the International SIM 2020 has expired and any unused benefits have therefore been lost.

6.5. Whilst on the International Plan or whilst benefiting from the International SIM 2020, the following services charges and service properties shall apply:

6.5.1 Call Centre Fee: All calls to customer care are chargeable at the standard rate of 10c/min whilst in Malta. In the event that you would like to contact us, you can do so through a dedicated chargeable number at the standard rate of 10c/min whilst in Malta.

6.5.2 SMS Service Fee: SMSs done towards 16XXX numbers are charged the rate of 10c/SMS whilst in Malta. This charge does not apply for SMSs done towards these numbers whilst in other EU/UK countries.

6.5.3 Credit Transfer: This service is restricted whilst on this Plan or whilst on the International SIM 2020 meaning that you cannot transfer any credit from your account to any other number.

#### 6.6. Out of Bundle Rates

In case:

**a.** your International SIM 2020 bundle has expired; or

**b.** you have consumed all the benefits provided with your International SIM 2020; or

**c.** you have signed up to International Plan and you have not topped up with €10 or more to trigger another International SIM 2020; 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 International SIM 2020 (as stated in Table 1).

**Table 2: Out of Bundle Rates**

<p><b>Out of Bundle Rates (Local and EU/UK) *</b></p> <p>Freephone Numbers</p>	<p>1. <b>Calls:</b> 10c/min</p> <p>2. <b>SMS: 10c per SMS.</b></p> <p><b>Data:</b> 10c/MB (unitized per MB whilst in Malta whilst in the EU/UK it is unitized per KB)</p> <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).</li> </ul> <p>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>.</p>
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Short Codes	<ul style="list-style-type: none"> <li>o Mobile calls to tariffs type B and C are charged at fixed line call rate (consumed from plan).</li> <li>o Fixed calls to tariff type C only are charged at fixed line call rate (consumed from plan).</li> </ul> <p>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>.</p>
DES Calls	<p>Calls towards 1182 are charged at the same rate as a call to offnet fixed.</p>

\* 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.

### 6.7. International Rates

The below table applies for calls and SMSs from Malta towards other countries (Zones) that includes also EU/UK (mobile and fixed lines). Whilst benefiting from the Plan and International SIM 2020 you will also benefit from the following beneficial international rates, this refers to calls and SMS rates done from Malta towards particular countries or zones. We reserve the right to update these zones, countries and/or rates.

**Table 3: International Rates**

Zone	Calls	SMS
<b>Special Rates towards the following Selected countries:</b>		
<b>EU/UK</b>	€0.10c/minute	€0.07c/SMS
<b>Zone A</b>	€0.10c/minute Towards India, Pakistan	€0.10c/SMS Towards India, Pakistan
<b>Zone B</b>	€0.20c/minute Towards Egypt, Kenya, Nigeria, Philippines	€0.15c/SMS Towards Egypt, Kenya, Nigeria, Philippines
<b>Zone C</b>	€0.25c/minute Towards south Africa, Turkey	€0.25c/SMS Towards south Africa, Turkey

**Standard Rates towards the remaining countries:\***

<b>Zone 2 North Africa, USA, Canada and Australia</b>	€0.30c/minute	€0.23c/SMS
<b>Zone 3 Rest of World</b>	€0.35c/minute	€0.23c/SMS
<b>Zone 4 Satellite</b>	€2.91c/minute	€0.23c/SMS

\*Additionally, a set up charge of €0.75 per call applies for International calls to Zone 2 and Zone 3.

6.8. You can monitor your usage by sending a blank SMS to 16290 from your mobile phone. You are hereby being advised that this only serves as guidance. Therefore, should you exceed the data allowance provided with your International SIM 2020; you will still be liable for all charges relative to all out of bundle usage.

6.9. **Roaming** You can benefit from International SIM 2020 whilst roaming in the EU/UK as described in in Table 1 above or from the International SIM 2020 Out of Bundle rates set out in Table 2. The EU roaming benefits provided with this Plan are subject to the Fair Use Policy in line with the EU Regulations further explained under Term 13.2 of General Terms and Conditions. Refer to Rates by Country for more information on charges when roaming outside of the EU/UK. Refer to Traveller for more info on how to benefit from Traveller when roaming outside EU/UK countries [here](#).

**7. How to benefit from one of the International SIM 2020**

7.1. In order to benefit from International SIM 2020, you need to:

**7.1.1.** Successfully sign up by using one of the methods described in term

7.2 below; and

**7.1.2.** Successfully top up your account with at least €10 or more.

7.2. Step 1: Joining the International Plan

For the avoidance of any doubt, the options listed in the table below are available if you purchase a new SIM which is automatically signed-up or opted-in to the International Plan:

<b>Sign up</b>	Visiting one of the selected third-party dealer selling this product.
	<b>OR</b>
	Visiting one of our retail stores and presenting a valid identification documentation.

### 7.3. Step 2: Benefiting from the International SIM 2020

Upon purchasing the SIM in accordance with term 7.2 and topping up with the Top-Up Trigger you will start benefitting from the International SIM 2020 and therefore you will get up to 45Mbps upload speed and up to 270Mbps download speed giving you the experience explained in the speed guide, and the Out of Bundle rates set out in term 6.6 above shall apply. Once you are signed-up to the Plan, the Out of Bundle rates set out in term 6.6 above shall apply.

### **8. How to benefit from International SIM 2020:**

8.1. In order to benefit from the International SIM 2020, you need to successfully sign up to the Plan by using one of the methods described in term 7.2 above and successfully topping up your account with a credit equal to the Top Up Trigger of Option selected by you (refer to the Top Up Triggers listed in term 7.2 above).

### **9. How to unsubscribe from International SIM 2020:**

9.1 You may unsubscribe from International SIM 2020 at any time. Unsubscribing from the International SIM 2020 by sending the SMS text provided below, will automatically mean that you are opting out only from the International SIM 2020. Upon successfully unsubscribing you will remain on the Plan subject to these Terms and Conditions.

Unsubscribe	Send an SMS with 'STOP2020' to 16200
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9.2. In the event that you would like to unsubscribe from the Plan, you need to do so by visiting one of epic retail outlets. You will be placed on the epic Base Plan subject to epic Base Plan Terms and Conditions.

9.3. Should you wish to subscribe to another prepaid or post-paid plan whilst benefiting from one of the Plan and/or International Sim 2020 any benefits given under the Plan and/or International Sim 2020 will be forfeited as explained in term 7 above. In order to do so you need to visit one of epic retail outlets.

9.4. If you, whilst being subscribed to the International Plan, decide to subscribe to any other prepaid plan offered by us or to any Top Up and Get plan or add-on bundle that is not compatible with International Plan, you shall automatically stop benefiting from the International Plan and your International SIM 2020 and any unused benefits shall be lost.

### **10. Additional Add-On Bundles ('Add-Ons') available with International SIM 2020 (if applicable)**

10.1. All charges deriving from these Add-On bundles are inclusive of VAT but exclude any other additional tax. For the full list of add-ons available with the International SIM 2020 visit the [Bundles page](#)

### **11. General Information on this Plan**

11.1. When you subscribe to this Plan, you are automatically accepting to adhere to these Specific Terms and Conditions.

11.2. 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 C2 General 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, as may be applicable. Your continued use of the service after the expiration of the 30-day time-period signifies your acceptance of any amendment.

11.3. From time to time we may modify the standard settings and/or features of your Plan to offer an additional value. Such changes might include increasing your data, voice or text 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 notice and term 11.2 above will not apply.

11.4. If you are using a Blackberry® Easyphone, you need to subscribe to a Blackberry® license fee of €2, inclusive of VAT payable every 30 days. This license fee will allow you to access internet from your Blackberry device. To purchase the Blackberry® license fee, you must send a free SMS to 16200 with the word 'BB'. Upon purchasing the license fee, you shall automatically be charged €2 every 30 days, which amount will be deducted from your mobile credit. Should you wish to stop purchasing the Blackberry® license fee, you must send a free SMS to 16200 with the word 'STOPBB'.

11.5. You are advised to visit our website, send us an email on 247@epic.com.mt or visit one of our retail outlets, to purchase or learn more about this Plan and/or individual Options. Further support on prepaid plans is available at epic.com.mt/support Mobile data speeds may vary from time to time due to contention ratios on the network and other factors outside our control, which include dependency on the network coverage as well as on your device. Currently our mobile data service on this Tariff Plan is able to support up to 45Mbps upload speed and up to 270Mbps download speed. For further information about the mobile data speed of this Tariff Plan, kindly see our speed guide.