



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	
	FreeWe		Talk Non-Stop	FreeWe	Talk Non- Stop	FreeWe	Talk Non- Stop
Usage in Malta	50MB	200MB	50MB	1000 Minutes to Epic Numbers	€0.10c/2hr	N/A	
Usage in EU/UK (Roaming in EU/UK)	N/A						
Usage in Non-EU/UK (Roaming in Non-EU/UK)	N/A						
If Applicable: Care Benefits / Equipment	Not Applicable						

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		
Freewe		Talk Non-Stop
€10	€20	€10

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	€4.99c/min	€9.99c/min	€0.10c/SMS	€0.07c/SMS	€0.49c/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: 30 Days

Renewal: Top up with €10 or more

Termination: Text STOPFREEWE 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 or our stores.

Epic Top-Up and Get Plans

1. Upon subscribing to Epic Communications Limited's ('we') prepaid base plan (the 'Plan') the customer ('you') shall also become eligible to benefit from any one of our 'Top Up & Get Plans' ('TUG Plans') which gives you a FREE added benefit for 30 days upon topping up with €10 or more.

2. Our TUG Plans are available from Monday 15th October 2012. The Talk Non Stop and Free We Plans will not be available for new customers as from the 24th of May 2017. This version of the Specific Terms and Conditions is applicable as from 3rd July 2023.

3. Our Top Up and Get Plans

- | | |
|------------------------------------|---|
| Evenings and Weekends Calls | a. Top up with €10 and benefit from: 1000 minutes of calls to all Epic numbers during Evenings (Mon-Fri from 18:00hours to 08:00hours) AND Weekends (All Saturday and Sunday) AND Public Holidays AND 50MB of Internet. The internet allowance can be used in Malta and when travelling in EU/UK;
OR |
| | b. Top up with €20 or more and benefit from 1000 minutes of calls to all Epic numbers during Evenings (Mon-Fri from 18:00hours to 08:00hours) AND Weekends (All Saturday and Sunday) AND Public Holidays AND 200MB of Internet. The internet allowance can be used in Malta and when travelling in EU/UK; |
| Talk Non Stop | c. Top up with €10 and benefit from a special rate of €0.10c per call to all Epic numbers any time of the day AND 50MB of Internet. The internet allowance can be used in Malta and when travelling in EU/UK; |

Any call lasting from 1 second for up to 2 hours shall be charged at a flat rate of €0.10c regardless of the duration

3.1. All the above benefits are valid for 30days from your top-up.

4. How to subscribe to our TUG Plans

4.1. Subscribing to any TUG Plan is free of charge.

4.1.1. For **Evening and Weekend Calls** TUG Plan just send an SMS, free of charge, with the word FREEWE to 16200;

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

4.3. Upon subscribing to any one of our TUG Plans you shall automatically be deemed as having accepted to adhere to these terms and conditions.

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4.5. You shall be automatically migrated onto our Plan if you are not already on our base plan, upon subscribing in accordance with this Term 4.

5. Other terms & Conditions

5.1. Upon expiry of your 30 day time window, you shall automatically lose any unused benefits, and you shall thereafter automatically be charged.

5.1.1 Calls made locally to all Maltese fixed and mobile numbers and whilst roaming in EU/UK to all Maltese and EU/UK fixed and mobile numbers shall be charged at €0.29/min charged on a per minute basis.

5.1.2 SMS sent locally to all Maltese mobile numbers and whilst roaming in EU/UK to all Maltese and EU/UK mobile numbers shall be charged at €0.10/SMS.

5.1.3 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.

5.1.4 If, upon the expiration of the 30 day time-window, you would like to benefit once again from the same TUG Plan, you must top-up with a €10 voucher or more. Alternatively, you can opt to change your TUG Plan at any time in accordance with Term 4.1 above before you top up. If you change your TUG Plan prior to the expiration of the 30 day time-window, you shall automatically lose any remaining benefits.

5.1.5 If you initiate a 30 day time window with a €10 top-up, you would have to top-up for the same TUG Plan with another €10 before the time-window expires in order to carry on any remaining benefits to the refreshed 30 day time window. Similarly, if you initiate a 30 day time window with a €20/€50 top-up, you would have to top-up for the same TUG Plan with another €20/€50 again before the window expires in order to carry on any remaining benefits to the following 30 day time window.

5.1.6 If you use up all or any one of the benefits before the expiration of the 30 day time-window, you shall thereafter automatically be charged according to our Prepaid base plan, unless you top-up with a €10 voucher or more.

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

5.2. All TUG Plan benefits shall not apply on calls and/or SMSs made to non Epic mobile numbers, and all applicable charges as per our [Prepaid base Plan](#) will apply. Furthermore, whilst subscribed to the Evenings and Weekend call TUG Plan, calls initiated on weekdays between 08:01hours and 17:59hours are charged as per our [Prepaid base Plan](#).

5.3. All TUG Plans apply strictly with our €10, €15, €20, €30, and €50 top-up vouchers. You will not benefit from any TUG Plan if you top-up with 2 €5 vouchers.

5.4. You cannot benefit from multiple TUG Plans at the same time. Subscribing to one TUG Plan will automatically cancel any other TUG Plan which you might be benefiting from at the time.

6. **Roaming** The TUG Plans in term 3 above can be consumed also when travelling in EU/UK. Data sessions (Internet on your mobile) while roaming in EU/UK countries shall be charged €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. For all Out of Bundle rates please visit: <https://www.epic.com.mt/going-abroad-euuk-top-up/>.

6.1 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: Here Country is not part of Prepaid Traveller: Here

Table 1: Roaming rates applicable outside the EU/UK

6.3 International Rates: For the rates which apply for calls and SMSs from Malta towards any other country (mobile and fixed lines) please visit this [page](#).

Set-up charge: For International calls to Zone 2 and 3, a set up charge of €0.75c per call will be applied. Rates are charged on a per minute basis.

6.4 Other Charges Applicable in Malta, EU/UK:

1. Calls/SMSs to Maltese Premium Rate Numbers	<ul style="list-style-type: none"> o Premium Call Rate = fixed line call rate (consumed from plan) + premium rate of the call o Premium SMS Rate = charged at the premium rate For more info on premium numbers click here. o These rates may change from time to time depending on the applicable regulation/s. For the latest applicable rates on premium numbers click here.
2. 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). For more info on Freephone numbers kindly consult the Framework for Freephone services in the 800 range on the MCA website, located here.
3. 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). For more info on short codes and Tariff Types B and C, kindly consult the Short Code Matrix on the MCA website, located here.

4. DES Calls	Calls towards 1182 are charged at the same rate as a call to offnet fixed.
5. Calls to International Premium Rate Numbers	<p>6. Charged outside of your Monthly Bundle</p> <p>7. 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 here.</p>

6.5 The free benefits in either TUG Plan awarded must not exceed the limits stipulated in Term 3 above during the 30 day time window. Upon exceeding this amount, you will automatically stop benefiting from these benefits and you will automatically be migrated to the Plan. Any calls made thereafter will be charged according to our Prepaid Plan.

6.6 To stop benefitting from any of the TUG Plans just send an SMS, free of charge, with the word STOPFREEWE to 16200. Upon doing so, you would remain on our Prepaid Plan but would not be able to get any free benefits in accordance with term 3 above.

7. General

7.1 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.

7.2 Our [Quality of Service term](#) applies.

7.3 [General Mobile Terms and conditions](#), and any other of our relevant terms and conditions shall apply.

7.4 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.

7.5 We reserve the right to suspend indefinitely or for a definite period, amend/alter/delete or terminate these Terms and Conditions and/or the TUG Plans 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.

