

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:

| Mobile Voice Telephony with following Monthly Bundle | Data | Minutes | SMS |
|--|--|-----------|-----------|
| Usage in Malta | Unlimited | Unlimited | Unlimited |
| Usage in EU/UK (Roaming in EU/UK) | 51GB | Unlimited | Unlimited |
| Usage from Malta to EU/UK (International) | - | Unlimited | Unlimited |
| International Usage from Malta towards the rest of the world excluding Satellite calls | | 200 | |
| Usage in Non-EU/UK (Roaming in Non-EU/UK) | Traveller: 100 minutes to Maltese numbers/100 SMS to anyone/200 MB/ 100 incoming minutes at €6.99 daily in selected countries. | | |
| If Applicable: Care Benefits / Equipment | €160 subsidy on a device | | |

Speed of Internet and Remedies

The mobile data speeds are up to 90Mbps Upload Speed & 1500Mbps Download Speed and are only available on 5G capable devices that are enabled on the Epic network and are subject to this coverage map found online: <https://www.epic.com.mt/spp/networkcoveragemap>. (Visit one of our stores in the event of regular discrepancy in speed or other quality measurements.)

Price

Recurring charges (prices quoted in the table below are excluding VAT)

| | 2yrs agreement | 1yr agreement | After agreement expires |
|---|----------------|---------------|-------------------------|
| Monthly Access Fee including DDM discount | €39.99 | €48.47 | €48.47 |
| Monthly Access Fee without DDM discount | €41.49 | €49.97 | €49.97 |

Rates Outside the Monthly Bundle:

| Data in EU/UK | Minutes From MT to any mobile and fixed number | | | | | SMS From MT to any mobile number | | | |
|---------------|--|------------|------------|------------|--------------------|----------------------------------|------------|------------|--------------------|
| | Zone 1 | Zone 2 | Zone 3 | Zone 4 | Zone 5 - Satellite | Zone 1 | Zone 2 & 3 | Zone 4 | Zone 5 - Satellite |
| €2.36/GB | Free | €0.51c/min | €0.91c/min | €4.99c/min | €9.99c/min | Free | €0.49c/SMS | €0.99c/SMS | €0.99c/SMS |

Administrative Fees

- o Paper Copy of Itemised Bill & Paper Bills: €3 per paper copy
- o **Paper Bills:** €2 per invoice
- o **Late Payment Fee:** €2 penalty for each invoice not paid before due date
- o Direct Debit Reversals: €5
- o Migration to Prepaid and Tariff Downgrade: €3 one time charge
- o Suspension of service reconnection fee: €10 one time charge

All Administrative fees quoted above are inclusive of VAT but are exclusive of excise tax or any other taxes which may be applicable.

Duration, renewal and termination

Contract duration: 12 or 24 Months

Termination: If you are terminating whilst in contract the following fee applies: 30% of the Monthly Access Fee x remaining months together with a fee for the device subsidy, equivalent to 100% of devices subsidy during the Year 1 of your Agreement and equivalent to 50% of devices subsidy during the Year 2 of your Agreement shall apply. A fee of not more than €485.60 and not less than €14.16 shall apply.

Downgrade and Upgrade: In case of downgrade whilst in contract the following fee applies: 30% of the difference in Monthly Access Fee x remaining months. In addition, the subsidy fee for your device in your initial contract will still apply. In the event of upgrade no fees apply. In case you are benefiting from a subsidy on one of our handsets and you wish to downgrade or upgrade your Tariff Plan, the additional subsidy fee for the handset payable will be added to your new monthly access fee. If you wish to downgrade or upgrade your Tariff Plan and stop benefiting from a device subsidy, a fee equivalent to 100% of devices subsidy during the Year 1 of your Agreement and equivalent to 50% of devices subsidy during the Year 2 of your Agreement shall apply.

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

Features for end-users with disabilities: Not applicable

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 Business Pro

1. The Epic Business Pro pay monthly tariff plan ('Tariff Plan') is offered by Epic Communications Limited ('we') to its new and existing 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, found at: <https://www.epic.com.mt/tc-general/> 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 Tariff Plan as from the 17th November 2020. This version of the terms and conditions is applicable as from 3rd July 2023.
3. Tariff Plan and Monthly Access Fee
 - 3.1. All rates and charges quoted below are excluding of VAT, exclusive of excise tax or any other taxes which may be applicable unless stated otherwise.
 - 3.2. Upon entering into a **one (1) year agreement** ('1 year Agreement'), you can benefit from the Monthly Bundle (as described below) at forty-nine Euros and ninety-seven cents (**€49.97**) excluding VAT each month ('Monthly Access Fee'). Should you subscribe to DDM you shall benefit from the discounted monthly fee of forty-eight Euros and forty-seven cents (**€48.47**) excluding VAT each month.
 - 3.3. If you wish to benefit from a subsidy on one of our handsets when benefitting from this Tariff Plan, you will be required to sign a **two (2) year agreement** for the Tariff Plan ('2 year Agreement').
 - 3.4. For the avoidance of doubt, once your Agreement (any of the agreements listed in 3.2 and/or 3.3) expires, you will continue benefitting from the Monthly Bundle on a rollover basis at forty-nine Euros and ninety-seven cents (**€49.97**) excluding VAT each month or from the discounted monthly fee of forty-eight Euros and forty-seven cents (**€48.47**) excluding VAT each month if subscribed to DDM.

3.5. In the event that you use your mobile handset before receiving the SMS notification confirming your successful subscription to the Tariff Plan, you shall automatically be charged according to the tariff plan you would be subscribed to prior to this subscription.

4. Monthly Bundle

4.1. Upon subscribing to the Tariff Plan you will benefit from the Monthly Bundle that includes:

| | |
|---|--|
| Local Usage whilst in Malta | Unlimited minutes to any local mobile & fixed numbers Unlimited SMS to any local mobile numbers |
| International Usage from Malta towards the EU/UK and the UK | Unlimited minutes to mobile & fixed numbers Unlimited SMS to mobile numbers |
| International Usage from Malta towards the rest of the world excluding Satellite calls | 200 minutes to mobile & fixed numbers |
| Usage whilst abroad in EU/UK countries | Free incoming calls Unlimited minutes to Malta to all fixed and mobile numbers, EU/UK Unlimited SMSs to Malta, EU/UK |
| Data to be used in Malta | Unlimited |
| Data to be used in EU/UK | 56GB |

Table 1: Monthly Benefits

4.2. The above-mentioned benefits included in the Monthly Bundle shall be provided on a monthly basis and any unutilised benefits shall not be carried forward.

4.3. For the first month of the Agreement, the Monthly Bundle will be allocated in full. This means that you will pay a proportion of your Monthly Access Fee which will be calculated on the number of days between your Tariff Plan activation date and the date of the first billing cycle. However, you will still receive the full benefits included in the Monthly Bundle.

4.4. Any activity made towards premium-rated or other special numbers will not be consumed from the Monthly Bundle and will be charged separately, for more information see Rates for other services applicable in Malta and EU/UK specified in Term 5 below.

4.5. You may check/monitor your Monthly Bundle usage for calls/SMS/data usage originating from Malta by sending a blank **SMS to**

16290 free of charge. For the avoidance of any doubt, this does not apply whilst roaming and it is not available on the first month of activation.

5. Rates outside Monthly Bundle and Information on Charges

5.1. Any usage beyond what is provided in the Monthly Bundle for this Tariff Plan shall be charged at the rates outlined in Clause 5.3.

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

5.3. Out of Bundle Rates:

| Service | Rate Outside the Monthly Bundle |
|--|---|
| EU/UK Roaming Data Usage | Any data usage consumed out of your data allowance will be charged at €2.36 per GB. This bundle will commence once all the data allowance within the Monthly Benefits of the Tariff Plan is consumed and recur indefinitely and automatically until the end of the month. |
| Calls to Rest of World whilst in Malta and whilst travelling in EU/UK countries | €3.99 per minute |

Table 2: Out of Bundle Rates

5.4. Rates for Other Services applicable in Malta and EU/UK

| Other Service | Rates |
|---|---|
| Calls/SMSs to Maltese Premium Rate Numbers | <ul style="list-style-type: none"> ○ Premium Call Rate = fixed line call rate (consumed from plan) + premium rate of the call ○ Premium SMS Rate = charged at the premium rate <p>For more info on premium numbers go to the following link: https://www.mca.org.mt/articles/premium-rate-numbers-all-you-need-know.</p> <p>These rates may change from time to time depending on the applicable regulation. For the latest applicable rates on premium numbers go to the following link: https://www.epic.com.mt/international-premium-numbers-charging/.</p> |
| Freephone Numbers | <ul style="list-style-type: none"> ○ Both fixed and mobile calls towards the 8000X range are neither charged for nor consumed from the bundle. ○ 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 at the following link: https://www.mca.org.mt/regulatory/numbering/numbering-plans. |

| | |
|--|--|
| Short Codes | <ul style="list-style-type: none"> ○ Mobile calls to tariffs type B and C are charged at fixed line call rate (consumed from plan). ○ 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 at the following link: https://www.mca.org.mt/regulatory/numbering/numbering-plans. |
| DES Calls | <ul style="list-style-type: none"> ● Calls towards 1182 are charged at the same rate as a call to offnet fixed. |
| Calls to International Premium Rate Numbers | <p>Charged outside of your Monthly Bundle</p> <p>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 go to the following link: https://www.epic.com.mt/international-premium-numbers-charging/.</p> |
| Calls to Satellite Numbers | <p>€9.99c per minute from Malta and whilst roaming anywhere</p> |

Table 3: Out of Bundle Rates for other services

5.5. International Calls

5.5.1. Calls/SMS originating from Malta to numbers from Zone 1 – EU/UK countries, 2, 3 and 4 countries shall be charged as indicated below (provided that calls/SMSs originating from Malta to Zones 1, 2 and 3 shall first be consumed from your Bundle):

| Zone | Calls to any fixed and mobile number | SMS to any mobile number |
|---------------------------------|--------------------------------------|--------------------------|
| Zone 1 – EU/UK Countries | Free | Free |
| Zone 2 | €0.51c per minute | €0.49c |
| Zone 3 | €0.91c per minute | €0.49c |
| Zone 4 | €4.99c per minute | €0.99c |
| Zone 5 – Satellite | €9.99c per minute | €0.99c |

Table 4: International Usage Rates

5.5.2. For more information on Countries falling under the four zones and other applicable rates, kindly go to this link: <https://www.epic.com.mt/calling-abroad/>

5.6. Roaming

5.6.1. The EU/UK roaming benefits provided with the Monthly Bundle of this Tariff Plan are subject to the Fair Use Policy in line with the EU/UK Regulations further explained at:

<https://www.epic.com.mt/tc-general/>.

5.6.2. The Monthly Bundle provided with this Tariff Plan does not apply whilst roaming in Rest of World countries. When roaming in Rest of World countries, the Traveller together with the respective terms and conditions shall <https://www.epic.com.mt/wp-content/uploads/2022/05/Rest-of-World-Traveller-for-Pay-Monthly-Plans.pdf>. This is the default tariff when roaming in Rest of World countries on this Tariff Plan. You may not opt out from the Traveller tariff plan.

6. Applicable charges/fees:

6.1. Termination & Migration Fees

6.1.1. A device fee and/or the waived cost of the subsidised handset shall apply upon disconnection and termination (prior to the expiration of your Agreement) or upon migration to another pay monthly tariff plan with a lower Monthly Access Fee.

6.1.2. Fee structure for 1 or 2 year Agreements:

| | Year 1 | Year 2 |
|---|---|---|
| Termination | 30% of the Monthly Access Fee x remaining months | 30% of the Monthly Access Fee x remaining months |
| Termination when benefitting from a subsidy (term 3.3) | 100% of devices subsidy + (30% of the Monthly Access Fee x remaining months)* | 50% of device subsidy + (30% of the Monthly Access Fee x remaining months)* |
| Downgrade | 30% of the difference in Monthly Access Fee x remaining months** | 30% of the difference in Monthly Access Fee x remaining months** |
| Upgrade/Same Level | No penalty** | No penalty** |

Table 5: Termination & Migration Fees

* In case you are benefitting from a subsidy on one of our handsets (see term 3.3) and you wish to terminate your Agreement, a fee of not more than €485.60 and not less than €14.16 shall apply. In case of termination in the last month of your Agreement, the applicable fee for termination will be equivalent to your Monthly Access Fee.

** In case you are benefitting from a subsidy on one of our handsets and you wish to downgrade or upgrade your Tariff Plan to Eco tariff plan, a fee equivalent to 100% of the device subsidy during

the Year 1 of your Agreement and equivalent to 50% of devices subsidy during the Year 2 of your Agreement shall apply.

6.2. Administrative charges

6.2.1. The following administrative charges shall apply in any of the following circumstances when subscribed to this Tariff Plan:

| Service | Applicable Administrative Charge incl. VAT |
|---|---|
| Migration from this Tariff Plan to prepaid | €3 one-time charge |
| Paper copy of your itemised bill | €3 per itemised bill |
| Downgrade to another pay monthly tariff plan with lower Monthly Access Fee | €3 one-time charge |
| BES (Blackberry Enterprise Server) | €13 per month |
| Direct Debit Reversals | €5 |
| Suspension of Service – reconnection charge | €10 |
| Paper bills | €2 per invoice |
| Late Payment Penalty | €2 penalty shall apply for every invoice that is not paid within the due date stated on the invoice |

Table 5: Administrative charges

5. Add-On Packs

5.1. Once on this Tariff Plan, you may opt to benefit from Add-On Packs at an additional monthly fee. For more information on which Add-On Packs are available with this Tariff Plan, call 16230, free of charge from your handset, visit our Business Centre at our Birkirkara outlet, or visit our website.

6. General

6.1. You are advised to visit our website epic.com.mt, call our Customer Care on 16230, send us an email on 247@epic.com.mt or visit our Business Centre at our Birkirkara outlet to learn more about this Tariff Plan.