

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)	41GB	Unlimited	Unlimited
Usage from Malta to EU/UK (International)	-	Unlimited	Unlimited
International Usage from Malta towards the rest of the world excluding Satellite calls		N/A	N/A
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	Device Monthly payments - Tier 0 to Tier 1 are eligible		

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)

	24 months agreement	After agreement expires
Monthly Access Fee	€31.49	€35.73

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
€1.83/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

- Paper Copy of Itemised Bill & Paper Bills: €3 per paper copy
- **Late Payment Fee:** €6 penalty for each invoice not paid before due date
- Direct Debit Reversals: €8
- Migration to Prepaid or Tariff Downgrade: €10 one time charge
- Suspension of service reconnection fee: €20 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: 24 months

Termination: If you terminate the Agreement prior to the expiry of the 24-month term by visiting one of our stores, a termination fee applies and is calculated as follows: 30% of the Monthly Access Fee multiplied by the remaining months. To terminate your agreement, please visit one of our retail stores. The termination request will be processed by us within 30 calendar days.

Downgrade and Upgrade: If you downgrade your Tariff Plan during the 24-month term, the fee is calculated as follows: 30% of the difference in Monthly Access Fee x remaining months plus the above administrative fee. If you upgrade, no fees 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 Core

1. The Epic Business Core tariff plan ('Tariff Plan') is offered by Epic Communications Limited ('we' or 'us') to its new and existing customers ('you') under these terms and conditions ('Specific Terms and Conditions'). When you subscribe to this Tariff 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 1st March 2024. This version of the terms and conditions is applicable as from 1st March 2024.
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. You will be required to sign a **twenty-four (24) months agreement** for the Tariff Plan ('Agreement') for the monthly access fee of thirty-one Euros and forty-nine cents (**€31.49**) excluding VAT each month when benefitting from this Tariff Plan,
 - 3.3. For the avoidance of doubt, once your Agreement expires, you will continue benefitting from the Monthly Bundle on a rollover basis at the monthly access fee of thirty-five Euros and seventy-three cents (**€35.73**) excluding VAT each month.
 - 3.4. If you choose DDM as your method of payment, you will benefit from a monthly discount of one Euro and fifty cents (€1.50) excluding VAT which will be deducted from your monthly bill. For avoidance of any doubt, should you be subscribed to more than one service, the DDM discount shall be applicable per account.
 - 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.
 - 3.6. In the event that you wish to add a device to this Tariff Plan you may opt to benefit from the Device Monthly Payment Scheme. From Tier 0 up to Tier 1 are available with this Tariff Plan (please refer to the [Device Monthly Payment Scheme Terms and Conditions](#)).
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	Unlimited minutes to mobile & fixed numbers Unlimited SMS to mobile 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	41GB
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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. The Monthly Access Fee will be charged in advance, together with any other charges applicable for the previous month (e.g. charges for out of bundle usage, penalties, if applicable, etc.). For avoidance of doubt, your bill for the first month will include, (i) your monthly access fee charged on a pro rata basis depending on the activation date of your agreement and (ii) the full monthly access fee and any other charges applicable for the following month. You shall receive an invoice from us indicating all applicable Charges during a given timeframe. Your last bill will be issued with a full Monthly Access Fee. 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 €1.83 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
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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</p> <p>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

	Year 1	Year 2
Termination	30% of the Monthly Access Fee x remaining months	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 fee	No fee

Table 5: Termination & Migration Fees

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	€10 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 or to Prepaid	€10 one-time charge
Direct Debit Reversals	€8
Suspension of Service – reconnection charge	€20
Paper bills	€3 per invoice
Late Payment Fee	€6 penalty shall apply for every invoice that is not paid within the due date stated on the invoice

Table 5: Administrative charges

7. Add-On Packs

7.1. 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 one of our stores, or visit our website.

8. General

8.1. You are advised to visit our website epic.com.mt, call our Customer Care on 16230, send us an email on business247@epic.com.mt or visit one of our stores to learn more about this Tariff Plan.