



Epic Starter (committed)
Epic Communications Limited

Date: 01.04.2024
Contract Summary

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	8GB	Unlimited	Unlimited
Usage in EU/UK (Roaming in EU/UK)		Unlimited	Unlimited
Usage in Non-EU/UK (Roaming in Non-EU/UK)	Traveller: 100 minutes to Maltese numbers/100 SMS to anywhere/200MB/ 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 (Visit one of our stores in the event of regular discrepancy in speed or other quality measurements.)

Price

Recurring charges

	Committed services with 2years agreement	After agreement expires
Monthly Access Fee including DDM discount	€9.99	€14.99
Monthly Access Fee without DDM discount	€11.99	€16.99

Rates Outside the Monthly Bundle:

Data in EU/UK	Minutes From MT to all mobile and fixed numbers					SMS From MT to all mobile numbers			
	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5 - Satellite	Zone 1	Zone 2 & 3	Zone 4	Zone 5 - Satellite
€5/500 MB	€0.22c/min from MT to EU/UK only	€0.51c/min	€0.91c/min	€4.99c/min	€9.99c/min	€0.05c/S MS	€0.49c/SMS	€0.99c/S MS	€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 and Tariff Downgrade: €10 one-time charge
- Suspension of service reconnection fee: €20 one-time charge
- Agreement Set-Up Fee: €9.99 one-time charge

All rates and charges 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

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

Termination: If you terminate the Agreement prior to the expiry of the 24-month term, 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/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 multiplied by the remaining months plus the above administrative fee. If you upgrade, no fees apply.

Features for end-users with disabilities: Not applicable

Other relevant information

Epic Communications Ltd

Level 6, Skyparks Business Centre,
Malta International Airport,
Luqa, LQA 4000, Malta

T (+356) 9999 9247
epic.com.mt/contact-us
VAT Reg No: MT12135215



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 Starter Plan

- 1. The Epic Starter 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, Mobile General Terms and Conditions (<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 Specific Terms and Conditions is applicable as from 1st April 2024.
- 3. Tariff Plan & Monthly Bundle
 - 3.1 This Tariff Plan provides you with the monthly benefits listed in Table 1 below (the 'Monthly Bundle').
 - 3.2 Upon subscribing to the Tariff Plan, you will benefit from the Monthly Bundle that includes:

<u>Monthly Benefits</u>	
Minutes to any Maltese local mobile and fixed numbers whilst in Malta & Minutes to any Maltese and EU/UK mobile and fixed numbers whilst in the EU/UK	Unlimited
SMS to any Maltese local mobile number whilst in Malta & SMS to any Maltese and EU/UK mobile number whilst in the EU/UK	Unlimited
Data to be used in Malta and in EU/UK	8GB
Data Speeds whilst in Malta and in EU/UK	1500Mbps Download 90Mbps Upload

Table 1: Monthly Benefits

Epic Communications Ltd

Level 6, Skyparks Business Centre,
Malta International Airport,
Luqa, LQA 4000, Malta

T (+356) 9999 9247
epic.com.mt/contact-us
VAT Reg No: MT12135215

3.3 Any unutilised benefits from the Monthly Bundle shall not be carried forward and will be forfeited at the end of the month.

3.4 Any usage beyond what is provided in the Monthly Bundle shall be charged at the rates set out in term 5 below. Any activity made towards local premium-rated numbers or other services will not be consumed from the Monthly Bundle and will be charged separately as per the rates as set out in term 5 below.

3.5 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.

3.6 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 download speeds up to 1500Mbps and upload speeds up to 90Mbps.

4. Monthly Access Fee

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

4.2 You may benefit from the Tariff Plan at the price of eleven euro & ninety-nine cents (**€11.99**) per month (the 'Monthly Access Fee'). Should you subscribe to DDM you shall benefit from the discounted monthly fee of nine euro and ninety-nine cents (€9.99). In case your agreement will expire and will not be renewed, your Tariff Plan price will be sixteen euros & ninety-nine cents (€16.99) per month without DDM discount or fourteen euros & ninety-nine cents (€14.99) with DDM discount.

4.3 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. Tier 0, Tier 0.5 & Tier 1 are available with this Tariff Plan (please refer to the Device Monthly Payment Scheme Terms and Conditions).

Epic Communications Ltd

Level 6, Skyparks Business Centre,
Malta International Airport,
Luqa, LQA 4000, Malta

T (+356) 9999 9247
epic.com.mt/contact-us
VAT Reg No: MT12135215



5. Rates outside Monthly Bundle and Information on Charges

5.1 The rates and charges provided in this term shall apply to any usage which goes beyond what is provided in the Monthly Bundle, i.e. once you use up your monthly benefits included in Monthly Bundle, or if you use services that are not included therein.

5.2 Rates applicable in Malta and EU/UK:

Data usage whilst in Malta or the EU/UK	Any data usage consumed out of your data allowance will be charged at €5 per 500MB. This bundle will commence once all the data allowance within the tariff is consumed and recur indefinitely until the end of the month
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 For more info on premium numbers click on the following link : https://www.mca.org.mt/articles/premium-rate-numbers-all-you-need-know . These rates may change from time to time depending on the applicable regulation. For the latest applicable rates on premium numbers, you can find them on the following link : https://www.epic.com.mt/international-premium-numbers-charging/ .
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 : 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).

Epic Communications Ltd

Level 6, Skyparks Business Centre,
Malta International Airport,
Luqa, LQA 4000, Malta

T (+356) 9999 9247
[epic.com.mt/contact-us](https://www.epic.com.mt/contact-us)
VAT Reg No: MT12135215

	<ul style="list-style-type: none"> For more info on short codes and Tariff Types B and C, kindly consult the Short Code Matrix on the MCA website, located : 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 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, you can find them on the following link: https://www.epic.com.mt/international-premium-numbers-charging/.</p>
Calls whilst roaming in EU/UK to non-EU/UK numbers	€3.99c per minute
Calls to Satellite Numbers	€9.99c per minute from Malta and whilst roaming anywhere

Table 2: Out of Bundle Rates

5.3 Rates for international usage

5.3.1 The charges listed below shall apply to any international usage (from Malta) beyond any allowance included in your Monthly Bundle (if applicable). The following activity shall be charged as indicated in table below:

- a. Whilst in Malta: Calls/SMS/ from Malta to numbers Zone 1, 2, 3 and 4 countries;

Epic Communications Ltd

Level 6, Skyparks Business Centre,
 Malta International Airport,
 Luqa, LQA 4000, Malta

T (+356) 9999 9247
epic.com.mt/contact-us
 VAT Reg No: MT12135215



	Calls to any mobile and fixed number	SMS to any mobile number
Zone 1 – EU/UK Countries	€0.22c per minute	€0.05c
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 3: International Usage Rates

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

6. Roaming

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 under Mobile General Terms and Conditions (<https://www.epic.com.mt/tc-general/>).

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 apply here: <https://www.epic.com.mt/goingabroad/>. 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.

7. Administrative charges

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

Service	Applicable Administrative Charge incl. VAT

Epic Communications Ltd

Level 6, Skyparks Business Centre,
Malta International Airport,
Luqa, LQA 4000, Malta

T (+356) 9999 9247
[epic.com.mt/contact-us](https://www.epic.com.mt/contact-us)
VAT Reg No: MT12135215



Migration from this Tariff Plan to a prepaid plan	€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	€10 one-time charge – refer to term 8 below.
Direct Debit Reversals	€8
Suspension of Service – reconnection charge	€20
Paper bills	€3 per invoice
Late Payment Penalty	€6 penalty shall apply for every invoice that is not paid within the due date stated on the invoice
Agreement Set-Up Fee	€9.99 one-time charge

Table 4: Administrative charge

8. Termination and Migration

8.1. The following fees apply in case you terminate the Agreement or migrate prior to the expiry of the 24-month term:

Termination of the Agreement OR Migration to a month-to-month rolling agreement	30% of the Monthly Access Fee x remaining months
Downgrade/Migration to a Plan with a lower Monthly Access Fee	30% of the difference in Monthly Access Fee x remaining months + €10 one-time administrative charge
Upgrade/Same Level Migration to an Eligible Plan of a higher or same Monthly Access Fee	No fee

8.1 In case you are benefiting from other services together with this Tariff Plan the applicable fees in accordance the relevant terms and conditions shall apply.

Epic Communications Ltd

Level 6, Skyparks Business Centre,
Malta International Airport,
Luqa, LQA 4000, Malta

T (+356) 9999 9247
epic.com.mt/contact-us
VAT Reg No: MT12135215

9. Contact Us

9.1 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 Tariff Plan.

© V.24.04

Epic Communications Ltd

Level 6, Skyparks Business Centre,
Malta International Airport,
Luqa, LQA 4000, Malta

T (+356) 9999 9247
epic.com.mt/contact-us
VAT Reg No: MT12135215