

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
<b>Usage in Malta</b>	Unlimited	Unlimited	Unlimited
<b>Usage in EU/UK</b> (Roaming in EU/UK)	102GB	Unlimited	Unlimited
<b>Usage from Malta to EU/UK</b> (International)	-	Unlimited	Unlimited
<b>International Usage from Malta towards the rest of the world excluding Satellite calls</b>		<b>200</b>	
<b>Usage in Selected Countries</b> (Roaming in Non-EU/UK)	3GB	-	-
<b>Usage in Non-EU/UK</b> (Roaming in Non-EU/UK)	Premium Traveller: unlimited mins to Maltese numbers/100 SMS to anywhere/200MB/ 100 incoming minutes at €6.99 daily in selected countries.		
<b>If Applicable: Care Benefits / Equipment</b>	€420 subsidy on a device + Care Pack Device Monthly payments - Tier 0 to Tier 5 are eligible on additional devices		

**Speed of Internet and Remedies**

The mobile data speeds are up to **90Mbps** Upload Speed & **150Mbps** 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	€59.99	€76.94	€76.94
Monthly Access Fee without DDM discount	€61.49	€78.44	€78.44

**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**

- o Paper Copy of Itemised Bill & Paper Bills: €3 per paper copy
- o **Paper Bills:** €2 per invoice
- o **Late Payment Fee:** €6 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 €908.44 and not less than €21.24 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](https://www.Epic.com/mt/privacypolicy) or our stores.

## Epic Business Premium

1. The Epic Business Premium 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 1<sup>st</sup> April 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 Upon entering into a **one (1) year agreement** ('1 year Agreement'), you can benefit from the Monthly Bundle (as described below) at seventy-eight Euros and forty-four cents (**€78.44**) excluding VAT each month ('Monthly Access Fee'). Should you subscribe to DDM you shall benefit from the discounted monthly fee seventy-six Euros and Ninety-four cent (**€76.94**) 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 seventy-eight Euros and forty-four cents (**€78.44**) excluding VAT each month or from the discounted monthly fee of seventy-six Euros and ninety-four cents (**€76.94**) 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.

3.6 In the event that you wish to purchase additional devices on this Tariff Plan you may opt to benefit from the Device Monthly Payment Scheme. From Tier 0 up to Tier 5 are available with this Tariff Plan (please refer to the [Device Monthly Payment Scheme Terms and Conditions](#)). For the avoidance of doubt, the Device Monthly Payment Scheme cannot be used on the device which comes at a subsidy on this Tariff Plan which discount must be first availed of before the Device Monthly Payment Scheme can be made use of.

#### 4. Monthly Bundle

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

<b>Local Usage whilst in Malta</b>	Unlimited minutes to any local mobile & fixed numbers Unlimited SMS to any local mobile numbers
<b>International Usage from Malta towards the EU/UK and the UK</b>	Unlimited minutes to mobile & fixed numbers Unlimited SMS to mobile numbers
<b>International Usage from Malta towards the rest of the world excluding Satellite calls</b>	<b>200 minutes to mobile &amp; fixed numbers</b>
<b>Usage whilst abroad in EU/UK countries</b>	Free incoming calls Unlimited minutes to Malta and EU/UK fixed and mobile numbers Unlimited SMSs to Malta and EU/UK mobile numbers
<b>Data to be used in Malta</b>	Unlimited
<b>Data to be used in EU/UK</b>	102GB
<b>Data to be used in Selected Countries (Australia, Canada, China, Russia, Thailand, Turkey, UAE and USA)</b>	3GB

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
<b>EU/UK Roaming Data Usage</b>	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.
<b>Calls to Rest of World whilst in Malta, EU/UK countries and in selected countries</b>	€3.99 per minute

Table 2: Out of Bundle Rates

- 5.4. Any usage done over and above the monthly allowance provided with this tariff whilst roaming in the selected countries (Available here : <https://www.epic.com.mt/paymonthlyplans/>), the following charges shall apply:

<b>Calls to Malta, EU/UK &amp; selected countries</b>	€0.25c per minute to all fixed and mobile numbers. Calls lasting less than 1 minute shall be charged at a flat rate of €0.25c per call
<b>SMS to Malta, EU/UK &amp; selected countries</b>	€0.05c per SMS
<b>Data Usage whilst in selected countries</b>	Any data usage consumed out of your data allowance will be charged at €0.05 per MB. This bundle will commence once all the data allowance within the tariff is consumed and recur indefinitely until the end of the month.

Table 3: Out of Bundle Rates in Selected Countries

### 5.5. Rates for Other Services applicable in Malta, EU/UK and Selected countries

<b>Other Service</b>	<b>Rates</b>
<b>Calls/SMSs to Maltese Premium Rate Numbers</b>	<ul style="list-style-type: none"> <li>○ Premium Call Rate = fixed line call rate (consumed from plan) + premium rate of the call</li> <li>○ Premium SMS Rate = charged at the premium rate</li> </ul> <p>For more info on premium numbers go to the following link: <a href="https://www.mca.org.mt/articles/premium-rate-numbers-all-you-need-know">https://www.mca.org.mt/articles/premium-rate-numbers-all-you-need-know</a>.</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: <a href="https://www.epic.com.mt/international-premium-numbers-charging/">https://www.epic.com.mt/international-premium-numbers-charging/</a>.</p>
<b>Freephone Numbers</b>	<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> <li>○ 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: <a href="https://www.mca.org.mt/regulatory/numbering/numbering-plans">https://www.mca.org.mt/regulatory/numbering/numbering-plans</a>.</li> </ul>
<b>Short Codes</b>	<ul style="list-style-type: none"> <li>○ Mobile calls to tariffs type B and C are charged at fixed line call rate (consumed from plan).</li> <li>○ Fixed calls to tariff type C only are charged at fixed line call rate (consumed from plan).</li> </ul>

	<ul style="list-style-type: none"> <li>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: <a href="https://www.mca.org.mt/regulatory/numbering/numbering-plans">https://www.mca.org.mt/regulatory/numbering/numbering-plans</a>.</li> </ul>
<b>DES Calls</b>	<ul style="list-style-type: none"> <li>Calls towards 1182 are charged at the same rate as a call to offnet fixed.</li> </ul>
<b>Calls to International Premium Rate Numbers</b>	<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: <a href="https://www.epic.com.mt/international-premium-numbers-charging/">https://www.epic.com.mt/international-premium-numbers-charging/</a>.</p>
<b>Calls to Satellite Numbers</b>	€9.99c per minute from Malta and whilst roaming anywhere

Table 4: Out of Bundle Rates for other services

## 5.6. International Calls

5.6.1. The charges listed 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 from Selected Countries, Zone 1, 2, 3 and 4 countries;

Zone	Calls to any fixed and mobile number	SMS to any mobile number
<b>Zone 1 – EU/UK Countries</b>	Free	Free
<b>Zone 2</b>	€0. 51c per minute	€0.49c
<b>Zone 3</b>	€0. 91c per minute	€0.49c
<b>Zone 4</b>	€4.99c per minute	€0.99c
<b>Zone 5 – Satellite</b>	€9.99c per minute	€0.99c

Table 5: International Usage Rates

5.6.2. 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/>

## 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 at: <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 Premium 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 Premium Traveller tariff plan.

## 7. Applicable charges/fees:

### 7.1. Termination & Migration Fees

7.1.1. 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.

7.1.2. Fee structure for 1 or 2 year Agreements:

	Year 1	Year 2
<b>Termination</b>	30% of the Monthly Access Fee x remaining months	30% of the Monthly Access Fee x remaining months
<b>Termination when benefitting from a subsidy (term 3.3)</b>	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)*
<b>Downgrade</b>	30% of the difference in Monthly Access Fee x remaining months**	30% of the difference in Monthly Access Fee x remaining months**
<b>Upgrade/Same Level</b>	No penalty**	No penalty**

Table 6: 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 €908.44 and not less than €21.24 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.

## 7.2. Administrative charges

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

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

Table 7: Administrative charges

## 8. Add-On Packs

8.1. 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.

8.2. Care Pack for your Smartphone - Applicable to those of you benefitting from a device subsidy

8.2.1. In case you are benefitting from a subsidy on one of our handsets, you will also benefit from a care pack for your device. This will entitle you to have your handset repaired for free, or to get a replacement in case of out of warranty malfunction, including but not limited to screen damage and malfunction, but excluding liquid damage. Theft and loss are not covered by the care pack. You are entitled for one (1) free repair or replacement for the duration of your Agreement.

8.2.2. Epic shall not be liable for the:

- a. Restoration or reinstallation of any programs and/or data on the device following the service or replacement, other than the software supplied with the device by the manufacturer at the time of purchase; and/or

- b. Interoperability or compatibility issues that may arise when your device software or device options are not supported by the manufacturer of the device.
- 8.2.3. You shall ensure that prior to the handing over of your handset for service and/or replacement:
  - a. You would already have removed any confidential information of a proprietary and/or personal nature from the said device; and
  - b. You would have already carried out all necessary backups of all programs, information and data; and you have removed the SIM and all removable accessories, external devices, media, memory cards, sticks, chips and their contents from the device.
- 8.2.4. Should you fail to remove any such data and/or removable accessories listed in Term 8.4.3 above, you acknowledge that you are doing so at your own risk and that we shall not be held liable for any loss or damages which may ensue.
- 8.2.5. Support, Repair and Replacement: In the event that the device requires off-site repairs, the after sales representative shall provide you with a loan phone and shall deliver your device to our after sales service centre. Once repaired, we will notify you that it is available for collection by not later than fifteen (15) days from receipt of said notification. Failure to collect your repaired device within the stipulated time-frame, shall automatically give us the right to dispose of the repaired device as we deem necessary without further notification. Alternatively, you may benefit from our 'drop-off' service, free of charge. In this case, we will deliver the repaired device onsite.
- 8.2.6. Replacement of the device shall be at our sole discretion.
- 8.2.7. A replaced/repaired handset will be given a ninety (90) days warranty period if the remainder of the original warranty period is less than ninety (90) days and this subject to the conditions laid down in the Limited Manufacturer's Warranty that comes enclosed with your device and/or accessory.
- 8.2.8. For the avoidance of doubt, the Care Pack benefit does not apply for any additional devices you may purchase using the Device Monthly Payment Scheme

## 9. General

9.1. You are advised to visit our website [epic.com.mt](http://epic.com.mt), call our Customer Care on 16230, send us an email on [247@epic.com.mt](mailto:247@epic.com.mt) or visit our Business Centre at our Birkirkara outlet to learn more about this Tariff Plan.