

Epic Technology Survey 2024 - Terms and Conditions

1. Scope

- 1.1 Epic Communications Limited ("**we / us / Epic**") is providing an opportunity for you to participate in a survey (the "**Survey**").
- 1.2 Epic is launching this Survey on 5th June 2024, subject to these specific terms and conditions ("**Specific Terms and Conditions**").

2. Survey Period

- 2.1 The Survey will commence on the 05/06/2024 upon the posting of the content following a webinar with TriStratus Ltd. (the "**Announcement**").
- 2.2 The closing time of the Survey is 31/07/2024 at 17:00 (the "**Closing Time**"). All entries received after the Closing Time will be invalid and shall not be considered.

3. Eligibility

- 3.1 Anyone with a registered company can participate in this Survey ('Participant(s)').

4. Survey

- 4.1 To enter the Survey, you must follow the link shared by an employee of Epic or TriStratus Ltd.
- 4.2 Participation is free of charge.
- 4.3 Participants may benefit from an audit offer which consists of a complimentary three-hour audit of their company's IT System subject to the terms set out in clause 6, depending on the Participant's score on the Survey.

5. Selection Process

- 5.1 Epic shall contact each Participant that completed the Survey who has an average score of 3 or less ('Eligible Participant').
- 5.2 If the Eligible Participant cannot be contacted within 15 working days the complimentary audit opportunity will be lost
- 5.3 The complimentary audit awarded cannot be exchanged in return for cash or any other products and/or services.

6. Audit Offer and Process

- 6.1 The audit offer, entitles the Eligible Participant to a complimentary three-hour audit of the company's IT System.
- 6.2 If the complimentary audit exceeds the three 3 hours allocated, the audit shall cease and a report will be provided on the findings of the complimentary three-hour audit.

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- 6.3 On approval from the Participant any additional time required to complete the audit will be charged at a standard rate from TriStratus Ltd.
- 6.4 The charges for any time exceeding the three free hours will be billed by TriStratus Ltd upon completion of the audit.
- 6.5 If the Participant enters into a service contract with TriStratus Ltd. for a minimum term of one year, the charges incurred for the audit time exceeding the three free hours will be deducted from the contract value

7. General

- 7.1 By entering this Survey, you shall be deemed to have accepted these Specific Terms and Conditions.
- 7.2 By Participating in the survey the Eligible Participant consents and authorizes Epic Communications Limited to contact them with information on all Epic's offers, products and services.
- 7.3 By participating in the Survey, the Participant is accepting to participate in photos, recordings, videos and or/film session(s) which may be used for marketing or promotional purposes.
- 7.4 By accepting the complimentary three-hour audit of the company's IT System , the Eligible Participant consents and authorizes Epic Communications Limited to share their personal data with TriStratus Ltd. to benefit from the complimentary three-hour audit of their company's IT System and to be added to TriStratus Ltd. contact list.
- 7.5 By accepting the complimentary three-hour audit of the company's IT System, the Eligible Participant consents and authorizes Epic Communications Limited to contact them with information on Epic's offers, products and services.
- 7.6 These Specific Terms and Conditions must be read in conjunction with (i) the [General Promo Terms and Conditions](#), (ii) General [Terms and Conditions](#) , and any other applicable terms and conditions.
- 7.7 Usage of your personal information shall be governed by Epic's Privacy Policy which is available at www.epic.com.mt/privacypolicy/
- 7.8 We reserve the right to stop, suspend, amend or otherwise alter this Survey and these terms and conditions at any time.

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7.9 Epic shall not be held liable, for any reason whatsoever, if the Survey is terminated, cancelled and/or postponed to another date. In this event we shall not affect any refunds and furthermore we shall not be obliged to offer an alternative.

7.10 This Survey is in no way sponsored, endorsed or administered by or associated with any third-party organisation.

7.11 You are advised to visit our website, call our Customer Care on 247 from your mobile or 99999247 from any other phone, send us an e-mail on 247@epic.com.mt or visit one of our retail outlets, if you have any further queries regarding this Survey.

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