

Mix Plan & Options

1. The Mix Plan ('Mix Plan'/the 'Plan') is a prepaid plan offered by Epic Communications Limited ('we') to its new and existing prepaid 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](#) and any other relevant terms and conditions which will constitute a legally binding agreement between you and us.
2. You may subscribe to the Mix Plan as from the 17th November 2020. This version of the Specific Terms and Conditions is applicable as from 11th September 2025.

3. Who can subscribe:

- 3.1 The Mix Plan is offered to its new and existing prepaid customers.

4. The Mix Plan Benefits:

- 4.1 You can benefit from the Mix Plan upon successfully signing up by using one of the methods described in term 7 below. Once you are signed up to the Mix Plan, you can activate the MIX 500 or MIX 2000 Option (collectively 'Mix Options'; each individually 'Mix Option') upon successfully topping up and availing yourself from the benefits described in the Table 1 below (depending on the top-up amount).
- 4.2 For the avoidance of any doubt, the Mix options are only triggered by the successful top-up. You cannot purchase any Mix Options from your credit, including the credit left in account as set out in Table 1 below.
- 4.3 The Price of the Option specified below is inclusive of Value Added Tax. The excise tax due is deducted from the Top-Up Trigger (as specified below). For the avoidance of any doubt any other taxes which may be applicable shall be deducted accordingly.

	MIX 500	MIX 2000
Epic Units: Minutes/SMS/Internet on your Mobile	<p>500 Units of Any Network Local Minutes/Any Network Local SMS/Internet.</p> <p>1 unit = 1 SMS to any mobile number or 1 Minute to mobile and fixed number or 1MB</p> <p>+ Credit left in main account depending on the topped up amount</p> <p>The Units can also be used whilst roaming in EU to call to any local or EU mobile and fixed number/send SMS to any local or EU number/use data allowance</p>	<p>2000 Units of Any Network Local Minutes/Any Network Local SMS/Internet.</p> <p>1 unit = 1 SMS to any mobile number or 1 Minute to mobile and fixed number or 1MB</p> <p>+ Credit left in main account depending on the topped up amount</p> <p>The Units can also be used whilst roaming in EU to call to any local or EU mobile and fixed number/send SMS to any local or EU number/use data allowance</p>
Credit Left in account	<p>Upon successful top up the amount of €9.99 will be deducted and the following amounts will be left in your account:</p> <p>€4.43 left if topped up with €15</p>	<p>Upon successful top up the amount of €18.99 will be deducted and the following amounts will be left in your account:</p> <p>€0.24 left if topped up with €20 €9.86 left if topped up with €30 €29.09 left if topped up with €50</p>

Extra Units - Epic Account	Get an Extra 500 Units when logged in and topping up from Epic Account on Epic App or Web page	Get an Extra 2000 Units when logged in and topping up from My Epic Account on Epic App or Web page
----------------------------	--	--

Table 1: Options benefits:

4.4. The allowance benefits (Data allowance, minutes & SMS) provided with each Option is valid for the duration of the Validity Period set out in Table 1 above.

4.4.1. If you top up with the Top Up Trigger before the expiry of the Validity Period, any unused allowance benefits will be carried forward and accumulated up to a maximum of 10,000 units.

4.5. If you do not top up before the expiry of the Validity Period, all allowance benefits will be forfeited. For the avoidance of doubt, this does not apply to the Credit left in your account which will remain available. We will notify you via SMS 1-day before, 2 hours before and upon the expiration of your Mix Option that such option has expired or shall expire and any unused benefits have or will therefore be forfeited.

4.6. Add-On Bundles may be purchased and may be utilised concurrently with the Plans.

5. Out of Bundle Rates

5.1. In case:

a. your Mix Option has expired; or

b. you have consumed all the benefits provided with your Mix Option; or

c. you have signed up to Mix Plan and you have not topped up with €15 or more to trigger another Mix Option the rates set out in Table 2 below shall apply. For the avoidance of any doubt, the rates set out in Table 2 apply also to any out of bundle usage, i.e. usage of services that are not included in the benefits provided with the Mix Options (as stated in Table 1).

Out of Bundle Rates (Local and EU) *

1. **Calls:** 29c per minute.

2. **SMS:** 10c per SMS.

3. **Data:** €0.99 per 200MB valid for one (1) calendar day, for the avoidance of doubt it is valid from 00:00 to 23:59 of the same day when the charge is triggered. Any remaining unutilised MBs shall not be carried forward upon the expiration day time-window.

Table 2: Out of Bundle Rates

* For the avoidance of any doubt the above rates apply for usage done towards any other local number (mobile and fixed), EU to other EU number (mobile and fixed) and also from EU towards Maltese numbers (mobile and fixed). These rates do not apply for international usage done from Malta towards EU or any other Zone. For such rates, please refer to table 3 below.

5.2. Other Charges Applicable in Malta and EU:

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 here. ○ These rates may change from time to time depending on the applicable regulation/s. For the latest applicable rates on premium numbers click here.
--	--

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). <p>For more info on Freephone numbers kindly consult the Framework for Freephone services in the 800 range on the MCA website, located here.</p>
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). <p>For more info on short codes and Tariff Types B and C, kindly consult the Short Code Matrix on the MCA website, located here.</p>
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 click here.</p>

5.3. International Rates

For the rates which apply for calls and SMSs from Malta towards any other country (mobile and fixed lines) please visit this [page](#).

Set-up charge: For International calls to Zone 2 and 3, a set up charge of €0.75c per call will be applied. Rates are charged on a per minute basis.

5.4. You can monitor your usage and check your credit by sending a blank SMS to 16290 from your mobile phone free of charge. You are hereby being advised that this only serves as guidance as it may not always be accurate. Therefore, should you exceed the benefits allowance provided with your Option; you will still be liable for all charges for out of bundle usage.

6. Roaming

6.1 You can benefit from Mix Option whilst roaming in the EU as described in in Table 1 above or from the Mix Plans' Out of Bundle rates set out in Table 2. The EU roaming benefits provided with this Plan are subject to the [Roaming Fair Use Policy](#) in line with the EU Regulations further explained in [Mobile General Terms and Conditions](#). To see the applicable rates whilst roaming in EU please visit [here](#)

6.2 The following rates apply when roaming outside the EU:

Usage	From:	Towards:	Rates for Non-EU Usage
Roaming outside the E	Any rest of the world country	Any rest of the world country	Country is part of Prepaid Traveller: Here
			Country is not part of Prepaid Traveller: Here

Table 3: Roaming rates applicable outside the EU

7. How to benefit from one of the Mix Options:

7.1 In order to benefit from Mix Options, you need to:

- 7.1.1 Successfully sign up by using one of the methods described in term 7.2 below
- 7.1.2 Successfully top up your account with at least €15 or more.

7.2 How to sign up:

Sign
up

Step 1: Joining the Mix Plan

By logging in to My Account using [Epic Website](#) and successfully registering on the Mix Plan. To successfully register, you would need to satisfy the age verification requirements.

OR

Visiting one of our retail stores and presenting a valid identification documentation to confirm age.

OR

Sending a SMS to 16200 from the Mobile number you wish to subscribe, writing 'Mix'

- 7.3 Upon signing up to Mix Plan, we shall send you a verification SMS confirming your successful subscription. You will be automatically switched on to Mix Plan upon such confirmation. In the event that the sign-up is done through the My Account, upon passing the age verification step you will be automatically switched on to Mix Plan and the Mix Plan Opt-In is assigned upon such confirmation.
- 7.4 In the event that you use your mobile handset before receiving the SMS notification confirming your successful sign-up to Mix Plan, you shall automatically be charged according to the plan you would be subscribed to prior to the signing up.
- 7.5 Once you sign-up to the Mix Plan the Out of Bundle rates set out in term 5 above shall apply.
- 7.6 If during your subscription to Mix Plan you sign up to another pre-paid or post-paid plan or you terminate your subscription to Mix Plan, you will automatically lose any unused benefits.

Step 2: Signing-Up to one of the Mix Options explained in Table 1 above

You can choose between one of the below options:

By logging in to My Account using Epic Web and signing up for MIX 500 or MIX 2000 through the website

OR visiting one of our retail stores.

- 7.7 The Mix Option benefits will be assigned once a successful top up is completed.
- 7.8 If whilst being subscribed to the Mix Plan you decide to subscribe to any other prepaid plan offered by us or to any Top Up and Get plan or add-on bundle that is not compatible with the Mix Plan as specified on our website, you shall automatically stop benefiting from the Mix Plan and your Mix Option and any unused benefits of such Option shall be lost.

8. How to unsubscribe from Mix Plan:

Unsubscribe	Send an SMS with 'STOPMix' to 16200
-------------	-------------------------------------

- 8.1. You may unsubscribe from Mix Plan at any time. Unsubscribing from the Mix Plan by sending the SMS text provided in this term, will automatically mean that you are opting-out of both the Mix Plan and the Mix Option. When you unsubscribe from the Mix Plan, you will automatically forfeit any unused benefits. For the avoidance of any doubt, this is applicable for all Options. Upon successfully unsubscribing you will be placed on the Base Plan or any other plan that may be applicable at the time and shall be subject to Base Plan Terms and Conditions.
- 8.2. If you, whilst being subscribed to the MIX Plan, decide to subscribe to any other prepaid plan offered by us or to any Top Up and Get plan or add-on bundle that is not compatible with the MIX Plan, you shall automatically stop benefiting from the MIX Plan and your MIX Option and any unused benefits of such Option shall be lost

9. **Contact Us**

9.1 You are advised to visit our website, send us an email on 247@epic.com.mt or visit one of our retail stores, to purchase or learn more about this Plan. Further support on prepaid plans is available at epic.com.mt/support.