



Epic Starter (committed)

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.

1. Services and equipment

a. Tariff plan: Epic Starter (committed)

Calls*	Unlimited Minutes to Maltese mobile & fixed numbers in Malta & to Maltese/EU/UK mobile & fixed numbers in the EU/UK
SMS*	Unlimited to Maltese mobile numbers in Malta & to Maltese/EU/UK mobile numbers in the EU/UK
Data	12GB in Malta and in the EU/UK with speeds up to 5G in Malta
Non-EU/UK usage	Traveller (100 minutes to Maltese fixed and mobile numbers, 100 SMS to anywhere, 200MB data, 100 incoming minutes at €6.99 daily in selected countries, Terms and Conditions apply)

*Excl. International Calls and SMS from Malta (incl. to EU/UK) & Calls and SMS to any premium, valued added services & short code numbers anywhere, for more information on applicable charges visit: [International Premium Numbers Charging | epic](#)

b. Speeds of internet service 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 location: <https://www.epic.com.mt/ssp/networkcoveragemap>. In the event of a continuous discrepancy in quality of service levels, including but not limited to speed and/or a total Service outage, where such outage has been caused by reasons directly attributable to us, any compensation/refund given shall be calculated pro rata.

c. Equipment: Epic Sim card

2. Price

a. Monthly Access Fee/Activation:

Monthly Access Fee*	€11.99
Monthly Access Fee when contract expires*	€16.99
One-time installation/Activation Fee	€9.99
One-time equipment Fee	€10

*Should you choose DDM as your method of payment, you will benefit from a monthly discount of two euro (€2) including VAT which will be deducted from your monthly bill (applicable one time per account)

b. Rates outside monthly bundle:

Data in EU/UK	Minutes					SMS			
	From MT to any mobile and fixed number					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
€5/500MB	0.22c/min from MT to EU/UK only	€0.51c/min	€0.91c/min	€4.99c/min	€9.99c/min	0.05c/SMS	€0.49c/SMS	€0.99c/SMS	€0.99c/SMS

All rates and charges quoted above are inclusive of VAT but are exclusive of excise tax or any other taxes which may be applicable. For further information on other applicable charges, visit: <https://www.epic.com.mt/tc-general/>

3. Duration, renewal and termination

a. Contract duration: 24 months

b. 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 administrative fee. If you upgrade, no fees apply.

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

4. Features for end-users with disabilities

Epic is dedicated to providing accessible products and services, for more information, visit: [epic.com.mt/legal/accessibility-statement](https://www.epic.com.mt/legal/accessibility-statement)

5. Other relevant information

When you choose this Tariff Plan, you agree to the terms in this Contract Summary and Epic's Mobile General Terms and Conditions (<https://www.epic.com.mt/general-mobile-terms-conditions/>) and any other relevant terms which form your complete contract with us.

For more information on how we handle your personal information, see our Privacy Policy by visiting www.epic.com.mt/privacypolicy.

¹Article 102(3) of Directive (EU) 2018/1972 of the European Parliament and of the Council of 11 December 2018 establishing the European Electronic Communications Code (OJ L 321, 17.12.2018, p. 36).