



Epic Home Internet (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 Home Internet (committed)

Fixed Internet Allowance	400GB with speed up to 15Mbps Upload & 50Mbps Download
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After reaching your Data Allowance limit, Epic may reduce your internet speed for the rest of the then current month. To restore full speed, visit any Epic store or call 247. An out-of-bundle rate of €10 per additional 100GB applies. Unused data from the 400GB Data Allowance at the end of the month will not be carried forward to the next months.

b. Speeds of internet service and remedies:

The fixed speeds are up to 15Mbps Upload Speed & 50Mbps Download Speed. TSR download estimate 15-50 Mbps. 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:** Yes - Internet device provided.

2. Price

a. Monthly Access Fee/Activation:

Monthly Access Fee*	€26.99
Monthly Access Fee when contract expires*	€31.99

*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:

Local fixed data over 400GB	€10/100GB
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All rates and charges quoted above are inclusive of VAT but are exclusive of 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:** Early termination fee: 30% of the Monthly Access Fee x remaining months. You also must return all Equipment alongside with its original packaging box provided to you by us in good working condition. In default, or should this Equipment be returned damaged or faulty, you will be liable to pay us the sum of €200 per damaged Equipment.

You may trial the Service for thirty (30) days from the date of sale (the 'Trial Period'). During this period, You may disconnect your Service without incurring the Early Termination Fee provided that the Equipment is returned to any Epic retail store within the Trial Period.

You shall remain liable for all pro-rated charges from the date of sale until the date of disconnection, which shall be billed accordingly.

Failure to return the Equipment within the Trial Period shall render the termination ineffective, and the Service shall remain active and subject to the applicable Monthly Access Fee. Termination after the Trial Period shall be subject to the Early Termination Fee.

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 Plug and Play General Terms and Conditions ([General Plug & Play Terms & Conditions | epic](#)) 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).