

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
<b>Usage in RLAH Zone/UK</b> (Roaming in RLAH Zone /UK)	4GB	Unlimited (Calls between Ukraine, Moldova and the UK are not included)	Unlimited
<b>Usage in Non RLAH Zone /UK</b> (Roaming in Non RLAH Zone /UK)	Traveller: 100 minutes to Maltese numbers/100 SMS to anyone/200 MB/ 100 incoming minutes at €6.99 daily in selected countries. <a href="#">Terms and Conditions</a> apply		
<b>International Usage</b> (Malta to EU/UK)	0	Unlimited	Unlimited
<b>If Applicable: Care Benefits / Equipment</b>	€169 subsidy on a device		

**Speed of Internet and Remedies**

The mobile data speeds are up to **90Mbps** Upload Speed & **1500Mbps** Download Speed (Visit one of our stores in the event of regular discrepancy in speed or other quality measurements.)

**Price**

**Recurring charges**

	<u>2yrs agreement</u>	<u>1yr agreement</u>	<u>After agreement expires</u>
Monthly Access Fee including DDM discount	€38	€43	€43
Monthly Access Fee without DDM discount	€ 39.77	€ 44.77	€ 44.77
Adding a Device	Add €5 to the above	Not Applicable	Not Applicable
Time Limited Offer	Not Applicable		

**Rates Outside the Monthly Bundle:**

Data in RLAH Zone /UK	Minutes From MT to any fixed and mobile 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
€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

**Administrative Fees**

- Paper Copy of Itemised Bill & Paper Bills: €3 per paper copy
  - **Paper Bills:** €2 per invoice
  - **Late Payment Fee:** €2 penalty for each invoice not paid before due date
  - Direct Debit Reversals: €5
  - Migration to Prepaid and Tariff Downgrade: €3 one time charge
  - Suspension of service reconnection fee: €10 one time charge
- All rates and charges 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 penalty applies: 30% of the Monthly Access Fee x remaining months. In case you benefited from a subsidised device the following penalty shall also apply: 100% of device subsidy in Year 1 & 50% of device subsidy in Year 2. This shall not exceed €200 and shall not be less than €50. In case you terminate in the last month of your Agreement, the penalty will be equivalent to your Monthly Access Fee.

**Downgrade and Upgrade:** In case of downgrade whilst in contract the following penalty 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 penalty applies.

**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](http://www.Epic.com.mt/privacypolicy) or our stores.

## Business Calls

- The Business Data 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').
- You may subscribe to the Tariff Plan as from the 17<sup>th</sup> December 2018. This version of the Specific Terms and Conditions is applicable as from 1<sup>st</sup> January 2026.
- Epic reserves the right to limit the number of Tariff Plans offered to a single person/legal entity.

#### 4. Tariff

- All rates and charges quoted below are inclusive of VAT but are exclusive of excise tax or any other taxes which may be applicable.
- Upon entering into a **one (1) year agreement** ('Agreement'), you can benefit from the Monthly Bundle at forty-four euros and seventy-seven cents (**€44.77**) each month ('Monthly Access Fee')
- If you wish to benefit from a subsidy on one of our handsets when subscribing to this Tariff Plan, you will be required to sign a **two (2) year agreement** ('Agreement').
- If you do not wish to benefit from a subsidised handset, you may benefit from a five (**€5**) Euro monthly discount (Eco-Credit) on your Monthly Access Fee, when signing a **two (2) year agreement**.
- For the avoidance of doubt, once your Agreement term expires, you will continue benefiting from the Monthly Bundle on a rollover basis at forty four-euros and seventy-seven cents (**€44.77**) each month .
- If you choose DDM as your method of payment, a monthly discount of one Euro and-seventy-seven cents (**€1.77**) will be deducted from your Monthly Access Fee indicated in term 5.2.
- In the event that you use your mobile handset before receiving the SMS notification confirming your successful subscription to the Monthly Bundle, you shall automatically be charged according to the tariff plan you

#### 5. Monthly Bundle

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

Monthly Benefits	
<b>When in Malta</b>	
Minutes to local Epic mobile and fixed numbers	Unlimited
SMS to local Epic mobile numbers	Unlimited
Minutes to other local & EU/UK mobile and fixed numbers	Unlimited
SMS to other local & EU/UK mobile numbers	Unlimited
<b>When in the RLAH Zone/UK</b>	
Minutes to Maltese and RLAH Zone/UK mobile and fixed numbers (except for calls between Ukraine, Moldova and the UK)	Unlimited
SMS to Maltese and RLAH Zone/UK mobile numbers	Unlimited
Incoming calls	Free
<b>Data</b>	



Data (shared in Malta and in the RLAH Zone /UK)	4GB
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- 5.2 The above mentioned benefits included in the Monthly Bundle shall be provided on a monthly basis and any unutilised minutes/SMSs/data shall not be carried forward and will be forfeited at the end of the month.
- 5.3 Any usage beyond what is provided in the Monthly Bundle shall be charged at rates set out in term 7 below.
- 5.4 Any activity made towards local premium-rated numbers or other services will not be consumed from the Monthly Bundle and will be charged separately per the rates as set out in term 7.4 below.
- 5.5 For the first month of the Service, the Monthly Bundle will be allocated on a pro-rata basis. This means that you will pay a proportion of your Monthly Access Fee and you will receive a proportion of the benefits included in the Monthly Bundle, calculated based on the number of days between your sign-up date and the date of the first billing cycle.
- 5.6 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 monitoring is not available whilst roaming and on the first month of activation.

**6. Rates Outside Monthly Bundle and Other Charges**

- 6.1 The rates and charges provided in this term 7 shall apply to any usage beyond what is provided in the Monthly Bundle, i.e. once you use up your monthly benefits included in Monthly Bundle, or if you use services that are not included therein.
- 6.2 All rates and charges quoted below are inclusive of VAT but are exclusive of excise tax or any other taxes which may be applicable.
- 6.3 Out of Bundle Rates:

Service	Rate Outside Bundle
<b>Whilst in Malta</b>	
Local Calls	€0.25c per minute to all mobile and fixed numbers. Calls lasting less than 1 minute shall be charged at a flat rate of €0.25c per call
Local SMS	€0.05c per SMS to all mobile numbers
Calls to the EU/UK	€0.22c 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
SMS to the EU/UK	€0.07c per SMS to all mobile numbers
Data Usage	Any data usage consumed out of your data allowance will be charged at €5 per 500MB. This bundle will commence once all the data allowance within the tariff is consumed and recur indefinitely until the end of the month.
International Usage	Any activity beyond benefits provided in your Monthly Bundle (if any) from Malta to abroad shall be charged as per term 7.5 below.
<b>Whilst in the RLAH Zone/UK</b>	
Calls to Malta and RLAH Zone /UK to all fixed and mobile number	€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. (This rate <u>does not apply</u> whilst roaming in Ukraine to call Moldova/UK, in Moldova to call Ukraine/UK, and in UK to call Ukraine/ Moldova).
SMS to Malta and RLAH Zone /UK	€0.05c per SMS to all mobile numbers.
Calls whilst roaming in RLAH Zone /UK to non-RLAH Zone /UK numbers	€3.99c per minute (This rate also applies whilst roaming in Ukraine to call Moldova/UK, in Moldova to call Ukraine/UK, and in UK to call Ukraine/ Moldova).

Data Usage	Any data usage consumed out of your data allowance will be charged at €5 per 500MB. This bundle will commence once all the data allowance within the tariff is consumed and recur indefinitely until the end of the month.
International Usage	Any activity beyond benefits provided in your Monthly Bundle (if any) from RLAH Zone/UK towards non-RLAH Zone/UK countries shall be charged as per term 7.5 below.

#### 7.4. Rates for Other Services applicable in Malta and RLAH Zone/UK

Other Service	Rates
Calls/SMSs to Maltese Premium Rate Numbers	<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>
Freephone Numbers	<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>
Short Codes	<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> <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>
DES Calls	<ul style="list-style-type: none"> <li>○ Calls towards 1182 are charged at the same rate as a call to offnet fixed.</li> </ul>
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 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>

Calls to Satellite Numbers	€9.99c per minute when in Malta and whilst roaming anywhere
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#### 7.5. International Calls.

**7.5.1.** The charges listed in this term 7.5 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 and SMS from Malta to numbers from Zones1, 2, 3 and 4 countries;

Zone	Calls to any fixed and mobile number	SMS to any mobile number
Zone 1	€0.25c per minute	€0.05c
Zone 2	€0.51c per minute	€0.49c
Zone 3	€0.91c per minute	€0.49c
Zone 4	€4.99c per minute	€0.99c
Zone 5 – Satellite	€9.99c per minute	€0.99c

**7.5.2.** For more information about Countries falling under the four zones and applicable rates, kindly go to this link: <https://www.epic.com.mt/calling-abroad/> \_or contact our customer Care by calling 16230 free of charge.

#### 8. Roaming

8.1 The RLAH Zone/UK roaming benefits provided with the Monthly Bundle of this Tariff Plan are subject to the Fair Use Policy in line with the EU Regulations further explained at: <https://www.epic.com.mt/tc-general/>.

8.2 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 Traveller together with the respective terms and conditions shall apply [https://www.epic.com.mt/wp-content/uploads/2023/07/TC\\_Epic\\_Consumer\\_Traveller.pdf](https://www.epic.com.mt/wp-content/uploads/2023/07/TC_Epic_Consumer_Traveller.pdf) This is the default tariff when roaming in Rest of World countries on this Tariff Plan. You may not opt out from the Traveller tariff plan.

#### 9. Administrative charges

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

Service	Applicable Administrative Charge incl. VAT
Migration from this Tariff Plan to prepaid	€3 one-time charge
Paper copy of your itemised bill	€3 per itemised bill
Downgrade to another pay monthly tariff plan with lower Monthly Access Fee	€3 one-time charge
BES (Blackberry Enterprise Server)	€13 per month
Direct Debit Reversals	€5
Suspension of Service – reconnection charge	€10



Paper bills	€2 per invoice
Late Payment Penalty	€2 penalty shall apply for every invoice that is not paid within the due date stated on the invoice

9.2. These charges cover the work involved in processing each request/payment instructions as well as any stationary costs relative thereto.

**10. Add-On Packs**

10.1 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.

**11. Disconnections, Migrations and Penalties**

11.1 A penalty 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.

11.2 Penalty structure for 1 year Agreements:

Termination	30% of the Monthly Access Fee x remaining months
Downgrades	30% of the difference in Monthly Access Fee x remaining months
Upgrades/Same Level	No Penalty

11.3. Penalty structure for 2 year Agreements:

	Year 1	Year 2
Termination	30% of the Monthly Access Fee x remaining months	30% of the Monthly Access Fee x remaining months
Termination when benefitting from a subsidy (term 5.3)	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)*
Downgrade	30% of the difference in Monthly Access Fee x remaining months**	30% of the difference in Monthly Access Fee x remaining months**
Upgrade/Same Level	No penalty**	No penalty**

\* In case you terminate in the last month of your Agreement, the applicable penalty 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, the additional subsidy fee for the handset payable in accordance with term 5.3 will be added to your new monthly access fee. If you wish to downgrade or upgrade your Tariff Plan and stop benefitting from a device subsidy, a penalty 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.

**12. Renewals**

12.1 You may renew your Agreement either by calling customer care on 16230, free of charge, from your handset or by visiting our Business Centre at our Birkirkara outlet.

**13. Payment**

- 13.1 You are requested to apply for our secure e-billing service by providing us with your personal e-mail address upon subscription and you will receive a monthly notification, informing you that your e-bill has been issued. If you fail to provide us with your personal email address for e-billing purposes, you shall be charged an administrative fee of €2 per invoice to refund our processing and stationary costs for issuing paper bills.
- 13.2 For the first month of your Agreement, the Access Fee will be calculated on a pro rata basis according to the effective date of your Agreement and shall be charged in arrears together with any out of Monthly Bundle usage. Thereafter you shall be charged the Monthly Access Fee together with any Out of Monthly Bundle usage, and shall be charged in arrears.
- 13.3 In the event of an invoice/s not being paid within the stipulated due date, Epic reserves the right to restrict, suspend, and/or disconnect the service without notification.
- 13.4 Upon suspension of service, Epic reserves the right to apply administrative charges as appropriate in accordance with term 9 above.

**14. General**

- 14.1 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.

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