

## Business Contact

| Your Monthly Benefits:   |  |
|--|--|
| <b>Whilst in Malta</b>   |  |
| Minutes & SMS to all local Epic mobile and fixed numbers               | Unlimited  |
| Minutes & SMS to any other local & EU/UK mobile and fixed numbers      | 100  |
| <b>Whilst in RLAH Zone/UK</b>  |  |
| Minutes & SMS to all Maltese and RLAH Zone/UK mobile and fixed numbers | 100<br>(Calls between Ukraine, Moldova and the UK are not included)  |
| Incoming calls   | Free   |
| <b>Roaming outside the RLAH Zone/UK</b>                                |  |
| Usage whilst travelling in Rest of World countries                     | Traveller (100mins to Maltese numbers/100SMS to anywhere/200MB/ 100 minutes incoming calls daily at €6.99 in selected countries), <a href="#">Terms and Conditions</a> apply |
| <b>Data</b>  |  |
| Data to be used in Malta and in RLAH Zone/UK                           | 4GB  |
| <b>Monthly Access Fee when subscribing to 2-years agreement</b>        |  |
| Monthly Access Fee including DDM discount                              | €25  |
| Monthly Access Fee without DDM discount                                | €26.77   |

- The Business Contact 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 Plan and Monthly Access Fee

- 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 Twenty-Six Euros and seventy-seven cents (**€26.77**) 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 subsidized 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 Twenty- Six Euros and seventy-seven cents (**€26.77**) 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.

- 4.7. 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 would be subscribed to prior to this subscription.

## 5. Monthly Bundle

- 5.1. 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   | 100       |
| SMS to other local & EU/UK mobile numbers   | 100       |
| <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) | 100       |
| SMS to Maltese and RLAH Zone/UK mobile numbers  | 100       |
| Incoming Calls  | Free      |
| <b>Data</b>   |           |
| Data (shared in Malta and in the RLAH Zone/UK)  | 4GB       |

- 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 all fixed and mobile 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 number. Calls lasting less than 1 minute shall be charged at a flat rate of €0.22c per call to all fixed and mobile number.  |
| SMS to the EU/UK       | €0.05c per SMS to all mobile number.   |
| 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 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<br>(This rate <u>does not</u> apply 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 mobile number            | €0.05c per SMS to all mobile numbers.  |
| Calls to Other Countries                                | €3.99 per minute.<br>(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  | <p>Charged outside of your Monthly Bundle</p> <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 click here : <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 charges applied by the premium number operator. For the latest applicable rates on premium numbers click here : <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> </ul> <p>For more info on Freephone numbers kindly consult the Framework for Freephone services in the 800 range on the MCA website, you can go on the following link : <a href="https://www.mca.org.mt/regulatory/numbering/numbering-plans">https://www.mca.org.mt/regulatory/numbering/numbering-plans</a>.</p>   |
| 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> </ul> <p>For more info on short codes and Tariff Types B and C, kindly consult the Short Code Matrix on the MCA website here : <a href="https://www.mca.org.mt/regulatory/numbering/numbering-plans">https://www.mca.org.mt/regulatory/numbering/numbering-plans</a>.</p>  |
| DES Calls                                   | 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 on this link : <a href="https://www.epic.com.mt/international-premium-numbers-charging/">https://www.epic.com.mt/international-premium-numbers-charging/</a>.</p>  |

#### 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/ SMS from Malta to numbers from Zones1, 2, 3 and 4 countries;

| Zone   | Calls to any mobile and fixed number | SMS to any mobile and fixed number |
|--------|--------------------------------------|------------------------------------|
| Zone 1 | €0.22c 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 | €9.99c per minute                    | €0.99c                             |

7.5.2. For more information about Countries falling under the four zones and applicable rates, kindly follow this link: <https://www.epic.com.mt/support-paymonthly> or contact our customer Care by calling 99999247 free of charge.

## 7. 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 |

9.1. 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 |
| Upgrade/Same Level | No penalty   |

### 11.3 Penalty structure for 2 year Agreements:

|   | <b>Year 1</b>   | <b>Year 2</b>   |
|---|---|---|
| Termination   | 30% of the Monthly Access Fee x remaining months                              | 30% of the Monthly Access Fee x remaining months                            |
| Termination when benefiting 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 benefit 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 benefiting 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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