

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>	10GB	Unlimited	Unlimited
<b>Usage in RLAH Zone/UK (Roaming in RLAH Zone/UK)</b>		Unlimited (Calls between Ukraine, Moldova and the UK are not included)	Unlimited
<b>Usage in Non-RLAH Zone /UK (Roaming in Non-RLAH Zone /UK)</b>	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 (Malta to EU/UK)</b>	0	Unlimited	Unlimited
<b>International Usage (Malta to Non-EU/UK )</b>	0	240 minutes to Zone 2 & 3	240 SMS to Zone 2 & 3
<b>If Applicable: Care Benefits / Equipment</b>	€599 Subsidy on device		

**Speed of Internet and Remedies**

**The mobile data speeds are up to 45Mbps Upload Speed & 270Mbps Download Speed (Visit one of our stores in the event of regular discrepancy in speed or other quality measurements.)**

**Price**

**Recurring charges**

	2yrs agreement	1yr agreement	After agreement expires
Monthly Access Fee including DDM discount	€95.00	€115.00	€115.00
Monthly Access Fee without DDM discount	€96.77	€116.77	€116.77
Adding a Device	Add €20 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/min from MT to EU/UK only	€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 below 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 €600 and shall not be less than €150. 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 Prime Plan

1. The Business Prime pay monthly tariff plan is offered by Epic Communications Limited ('we') to its new and existing customers ('you'). Epic reserves the right to limit the number of Red Business monthly tariff plans offered to a single person/legal entity. 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').

2. You may subscribe to the Business Prime Plan as from the 18th January 2016. This version of the terms and conditions is applicable as from 1<sup>st</sup> January 2026

### 3. Business Prime Plan (the 'Tariff Plan')

All rates and charges quoted below are inclusive of VAT but are exclusive of excise tax or any other taxes which may be applicable.

3.1 Benefit from the below bundle (the 'Bundle'), upon payment of one hundred and sixteen Euros and seventy-seven cents (€116.77) each month ('Monthly Access Fee') and upon signing a **one (1) year agreement**. This will entitle you to the below benefits on a monthly basis:

#### Local Usage:

- 3.1.1 - Unlimited minutes to all Malta and zone 1 EU/UK fixed and mobile numbers;
- 3.1.2 - Unlimited SMSs to all Malta and zone 1 EU/UK mobile numbers;
- 3.1.3 - 10GB of Internet on your mobile at 4.5G Speeds (see also clause 3.1.9 for roaming Internet on your mobile usage);

#### International usage to abroad whilst in Malta:

- 3.1.4 - 240 min to all fixed and mobile numbers to Zones, 2, & 3\*
- 3.1.5 - 240 SMS to all mobile numbers to Zones 2, & 3\*

\*Zones are defined in term 4.3 below

#### Usage whilst abroad in the RLAH Zone /UK:

- 3.1.6 - Unlimited minutes to Maltese/ RLAH Zone/ UK fixed and mobile numbers (except for calls between Ukraine, Moldova and the UK);
- 3.1.7 - Unlimited SMSs to all Maltese/ RLAH Zone/ UK mobile numbers;
- 3.1.8 - Unlimited incoming calls;
- 3.1.9 - Your 10GB Internet on Your Mobile as mention in clause 3.1.3, will be made available for sharing whilst roaming in RLAH Zone/UK Countries per month; and
- 3.1.10 The above mentioned Bundle benefits shall be provided on a monthly basis and any unutilised benefits at the end of the month shall not be carried forward to the following months.

3.2 If you wish to use Direct Debit Mandate ('DDM') as your method of payment, you shall benefit from one Euro and seventy-seven cents (€1.77) discount on your Monthly Access Fee.

3.3 If you wish to benefit from a subsidy on one of our handsets, you will be required to sign a **two (2) year agreement** – ("Option 1")

3.4 If you do not wish to benefit from a subsidised handset, you may benefit from a twenty (€20) Euro monthly discount (Eco-Credit) on your Monthly Access Fee, when signing a **two (2) year agreement** – ("Option 2")

### 4. Rates outside Tariff Plan and Information on Charges

4.1 - Any usage beyond what is provided in the Bundle for this Tariff Plan shall be charged at the rates provided in this term 5 as outlined below.

4.2 - All rates and charges quoted below are inclusive of VAT but are exclusive of excise tax or any other taxes which may be applicable. You may check/monitor your Bundle usage for calls/SMS/data usage originating from Malta by sending



an SMS to 16290 free of charge. For the avoidance of any doubt, this does not apply whilst roaming.  
 - Out of Bundle Rates:

Service	Rate Outside Bundle
All Local Calls	€0.25c per minute to all fixed and mobile numbers
Local & RLAH Zone/UK Data Usage	Any local or RLAH Zone/UK Roaming 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
Local SMS	€0.05c per SMS to all mobile numbers
Calls whilst roaming in RLAH Zone /UK to any Maltese 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. (This rate does not apply for calls whilst roaming in Ukraine to call Moldova/UK, in Moldova to call Ukraine/UK, and in UK to call Ukraine/ Moldova).
Calls whilst roaming in RLAH Zone /UK to any non -RLAH Zone /UK fixed and mobile number	€3.99c per minute (This rate applies for calls whilst roaming in Ukraine to call Moldova/UK, in Moldova to call Ukraine/UK, and in UK to call Ukraine/ Moldova).
SMS whilst roaming in the RLAH Zone /UK to any Maltese and RLAH Zone /UK mobile number	€0.05c per SMS to all mobile numbers.

- Rates for Other Services applicable in Malta and the RLAH Zone/UK

Other Services	Rates Charged outside of your call minutes/SMS Bundle
Calls/SMSs to Maltese Premium Numbers	<p>Premium Call Rate = fixed line call rate (consumed from plan) + premium rate of the call</p> <p>Premium Rate Premium SMS Rate = charged at the premium rate</p> <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	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). 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> .
Short Codes	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). 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> .
DES Calls	Calls towards 1182 are charged at the same rate as a call to offnet fixed.
Calls to International Premium Numbers	Charged outside of your Monthly Bundle Premium Call Rate is applied on a per minute basis 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> .
Calls to Satellite Numbers	€9.99c per minute whilst roaming anywhere

4.4 International Rates for calls and SMS originating from Malta shall be charged as indicated in Table 1 below. Provided that calls/SMSs originating from Malta to Zones 1, 2 and 3 shall first be consumed from your Bundle.

Zone	Calls to any fixed and mobile number	SMS to any mobile number
Zone 1 – EU/UK Countries	€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

Table 1: International Rates

- For information on the countries that fall within the Zones 1 2, 3 and 4 please visit <http://www.epic.com.mt/calling-abroad/>

## 5. Roaming

- 5.1 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/>.
- 5.2 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.

**6. Administrative charges**

The following are the administrative charges that 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
Removal of an Add-On/Value Added Service as long as this is not tied to a penalty	€3 per add-on/value added service removal
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
Twin SIM functionality	€5 per month
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 (applicable for customers subscribing to this Tariff Plan as from the 1st October 2016)	€2 penalty shall apply for every invoice that is not paid within the due date specified on the respective invoice.

**7. Add-On Packs**

**7.1** - 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 247, free of charge from your handset, visit one of our retail outlets, or visit our website.

**8. Value Added Services**

**8.1** - Once on this Tariff Plan, you may opt to benefit from Value Added Services ('VAS'). For more information on which VAS are available with this Tariff Plan, call 247, free of charge from your handset, visit one of our retail outlets, or visit our website.

**9. Disconnections, Migrations and Penalties**

**9.1** - A penalty 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.

- 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

- Penalty structure for 2 year agreements – Applicable for Options 1 & 2

	Year 1	Year 2
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Termination - Option 1	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)
Termination - Option 2	30% of the Monthly Access Fee x remaining months *	30% of the Monthly Access Fee x remaining months *
Downgrade - Options 1 & 2	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 - Options 1 & 2	No Penalty	No Penalty

- \*If you wish to terminate an Option 2 contract, a penalty of not more than €600 and not less than €150 will apply. If terminating the Option 2 contract in the last month of your contract, the applicable penalty for termination will be equivalent to your Monthly Access Fee.

## 10. Payment

- 10.1** - For the first month of your Agreement, the Monthly 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 Bundle usage. Thereafter you shall be charged the Monthly Access Fee as per term 3 above together with any Out of Bundle usage and shall be charged in arrears.
- 10.2** - 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.
- 10.3** - Upon suspension of service, Epic reserves the right to apply administrative charges as appropriate in accordance with term 6 above.

## 11. Renewals

- 11.1** - You may renew your agreement upon expiry either by calling customer care on 247, free of charge from your handset, or by visiting one of our retail outlets. The list of our retail outlets may be found on this link: <https://www.epic.com.mt/epicstores>.

## 12. General Information on this Tariff Plan

- 12.1** - If you do not use up the allocated Bundle within any given month, the remaining minutes/SMSs/data will not be carried forward to the following month.
- 12.2** - All charges deriving from these Tariff Plans are inclusive of VAT but are exclusive of excise tax.
- 12.3** - 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 plan you would be subscribed to prior to this subscription.
- 12.4** - 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 start receiving a monthly SMS notification, informing you that your e-bill has been issued. You shall be charged a monthly administrative fee of €2 per invoice if you fail to provide us with your personal email address.
- 12.5** - If you opt to choose a mobile phone that exceeds the subsidised value, a deposit equivalent to 3 months access fee of your Tariff Plan, is required upon subscription.

## 13. General

- 13.1** 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.