

Enterprise Mobile

- The Enterprise Mobile pay monthly tariff plan ('Plan') is offered by Epic Communications Limited ('we') to its new and existing customers ('you'). Epic reserves the right to limit the number of 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').
- You may subscribe to the Enterprise Mobile tariff as from the 18th January 2016. This version of the terms and conditions is applicable as from 1st January 2026.

4. Enterprise Mobile 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.

4.1 Benefit from the below bundle (the 'Bundle'), upon payment of twelve Euros (**€12.00**) each month ('Monthly Access Fee') and upon signing a **two (2) year agreement**. This will entitle you to the below benefits on a monthly basis:

Local Usage:

4.1.1 – Unlimited Closed User Group minutes;

4.1.2 - 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.

4.2 If you wish to use Direct Debit Mandate ('DDM') as your method of payment, you shall benefit from one Euro and fifty cents (**€1.50**) discount on your Monthly Access Fee.

5. Rates outside Tariff Plan and Information on Charges

5.1 - 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.

5.2 - 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	€0.14c per minute
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
Calls whilst roaming in RLAH Zone /UK to RLAH Zone /UK Countries	€0.14c per minute (This rate does not apply 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 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).
SMS whilst roaming in the RLAH Zone /UK	€0.05c per SMS

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

Other Service	Rates
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Calls/SMSs to Maltese Premium Rate Numbers	<ul style="list-style-type: none"> o Premium Call Rate = fixed line call rate (consumed from plan) + premium rate of the call o Premium SMS Rate = charged at the premium rate <p>For more info on premium numbers click here. These rates may change from time to time depending on the applicable regulation For the latest applicable rates on premium numbers click here.</p>
Freephone Numbers	<ul style="list-style-type: none"> o Both fixed and mobile calls towards the 8000X range are neither charged for nor consumed from the bundle. o 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). <p>For more info on Freephone numbers kindly consult the Framework for Freephone services in the 800 range on the MCA website, located at: https://www.mca.org.mt/regulatory/numbering/numbering-plans.</p>
Short Codes	<ul style="list-style-type: none"> o Mobile calls to tariffs type B and C are charged at fixed line call rate (consumed from plan). o Fixed calls to tariff type C only are charged at fixed line call rate (consumed from plan). o For more info on short codes and Tariff Types B and C, kindly consult the Short Code Matrix on the MCA website, located at: https://www.mca.org.mt/regulatory/numbering/numbering-plans.
DES Calls	Calls towards 1182 are charged at the same rate as a call to offnet fixed.
Calls to International Premium Rate 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: https://www.epic.com.mt/international-premium-numbers-charging/ .
Calls to Satellite Numbers	€9.99c per minute when in Malta and whilst roaming anywhere

5.3 International Rates for calls/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	SMS
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 <https://www.epic.com.mt/support-paymonthly> www.epic.com.mt/calling-abroad/

6. Roaming

- 6.1 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/>.
- 6.2 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 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.

7. 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
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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
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.

8. Add-On Packs

8.1 - 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.

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
Termination - Option 1	100% of device 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 €102 and not less than €5 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 4 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 7 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

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 - 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, call our Customer Care on 16230, send us an email on 247@epic.com.mt or visit our Business Centre at our Birkirkara outlet to learn more about this Tariff Plan.

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