



Epic Premium (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 Premium (committed)

Calls*	Unlimited minutes from Malta to Maltese/EU/UK mobile and fixed numbers, and from RLAH Zone/UK to Maltese/RLAH Zone/UK mobile and fixed numbers except for calls between Ukraine, Moldova and the UK & 300 International Minutes from Malta towards mobile and fixed numbers in the Selected Countries (Australia, Canada, China, Russia, Thailand, Turkey, UAE and USA)
SMS*	Unlimited SMS from Malta to Maltese/EU/UK mobile numbers, and from RLAH Zone/UK to Maltese/RLAH Zone/UK mobile numbers & 300 SMS from Malta towards mobile numbers in the Selected Countries (Australia, Canada, China, Russia, Thailand, Turkey, UAE and USA)
Data	Unlimited in Malta with speeds up to 5G & 142GB in the RLAH Zone/UK & 3GB in Selected Countries (Australia, Canada, China, Russia, Thailand, Turkey, UAE and USA)
Non-RLAH Zone/UK usage	Premium Traveller (unlimited minutes to Maltese numbers, unlimited SMS to anywhere, 200MB data, 100 incoming minutes at €6.99 daily in selected countries, Terms and Conditions apply)
Additional benefits	Device Subsidy €899 & Care Pack (visit Pay Monthly FAQs epic for more information)

*Unless otherwise stated, excl. International Calls and SMS from Malta (incl. to EU/UK) & Calls and SMS to any premium, valued added services & short code numbers anywhere, for more information on applicable charges visit: [International Premium Numbers Charging](#) | [epic](#)

b. Speeds of internet service and remedies:

The mobile data speeds are up to 90Mbps Upload Speed & 1500Mbps Download Speed and are only available on 5G capable devices that are enabled on the Epic network and are subject to location: <https://www.epic.com.mt/ssp/networkcoveragemap>. 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: Epic Sim card

2. Price

a. Monthly Access Fee/Activation:

Monthly Access Fee*	€71.99
Monthly Access Fee when contract expires*	€91.99
Monthly Access Fee when benefiting from device subsidy*	€91.99
One-time equipment Fee	€10

*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:

Data		Minutes From MT to any mobile and fixed number						SMS From MT to any mobile number				
RLAH zone/UK	In Selected Countries	Zone 1	Selected Countries	Zone 2	Zone 3	Zone 4	Zone 5 - Satellite	Zone 1	Selected Countries	Zone 2 & 3	Zone 4	Zone 5 - Satellite
€1.30/GB	€0.05c/MB	Free	€0.25c/min	€0.51c/min	€0.91c/min	€4.99c/min	€9.99c/min	Free	€0.05c/SM	€0.49c/SM	€0.99c/SM	€0.99c/SM

All rates and charges quoted above are inclusive of VAT but are exclusive of excise tax or 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: If you terminate the Agreement prior to the expiry of the 24-month term, a termination fee applies and is calculated as follows: 30% of the Monthly Access Fee multiplied by the remaining months. To terminate your agreement, please visit one of our retail stores. The termination request will be processed by us within 30 calendar days.

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.

If you benefit from subsidy, and you want to terminate, upgrade or terminate your Tariff Plan an additional fee 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.

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 Mobile General Terms and Conditions (<https://www.epic.com.mt/general-mobile-terms-conditions/>) 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).