

Epic Prepaid Plan Terms and Conditions

1. The Epic prepaid Base Plan (the 'Tariff') is available to Epic Communications Limited's ('We'/'Us'/'Our') prepaid customers ('You') and is the default plan.
2. This Tariff was launched on Friday 4th March 2011. This version of the terms and conditions is applicable as from 1st January 2026.
3. Calls made locally to all Maltese fixed and mobile numbers and whilst roaming in RLAH Zone to all Maltese and RLAH Zone fixed and mobile numbers shall be charged at €0.29/min charged on a per minute basis except for calls between Ukraine and Moldova which shall be charged at €3.99/minute.
4. SMS sent locally to all local mobile numbers shall be charged at €0.10/SMS. SMS sent locally to all Maltese mobile numbers and whilst roaming in RLAH Zone to all Maltese and RLAH Zone mobile numbers shall be charged at €0.10/SMS except for SMS between Ukraine and Moldova which shall be charged at €0.49c/SMS.
5. Internet usage made locally **and when travelling in RLAH Zone** shall be charged at €0.99 per 200MB valid for one (1) calendar day, for the avoidance of doubt it is valid from 00:00 to 23:59 of the same day when the charge is triggered. Any remaining unutilised MBs shall not be carried forward upon the expiration day time-window. This Out of Bundle rate will commence once all the data allowance within the Plan is consumed
6. **Other Charges** applicable when in Malta and RLAH Zone

International Usage	Please refer to Table below
Calls/SMS to Maltese Premium Rate Numbers	<p>Charged outside of your Bundle</p> <p>Premium Call Rate = fixed line call rate (consumed from plan) + premium rate of the call</p> <p>Premium SMS Rate = charged at the premium rate</p> <p>For more info on premium numbers click here</p> <p>These rates may change from time to time depending on the applicable regulation/s. For the latest applicable rates on premium numbers click here.</p>
Freephone Numbers	<ul style="list-style-type: none"> ○ 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). <p>For more info on Freephone numbers kindly consult the Framework for Freephone services in the 800 range on the MCA website, located here.</p>

Short Codes	<ul style="list-style-type: none"> ○ 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). <p>For more info on short codes and Tariff Types B and C, kindly consult the Short Code Matrix on the MCA website, located here.</p>
DES Calls	<p>Calls towards 1182 are charged at the same rate as a call to offnet fixed.</p>
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 here.</p>

7. International Rates

For the rates which apply for calls and SMSs from Malta towards any other country (mobile and fixed lines) please visit this [page](#).

Set-up charge: For International calls to Zone 2 and 3, a set up charge of €0.75c per call will be applied. Rates are charged on a per minute basis.

For more info visit <https://www.epic.com.mt/tc-general/>

8. Roaming

8.1. The RLAH Zone roaming benefits provided with this Plan are subject to the [Roaming Fair Use Policy](#) in line with the EU Regulations further explained in [Mobile General Terms and Conditions](#).

8.2 The following rates apply when roaming outside the RLAH Zone:

Usage	From:	Towards:	Rates for Non-EU Usage
Roaming outside the RLAH Zone	Any rest of the world	Any rest of the world	Country is part of Prepaid Traveller: Here
	country	country	Country is not part of Prepaid Traveller: Here

9. All charges deriving from this tariff include VAT and exclude any other applicable taxes, unless otherwise explicitly stated.

10. Our general prepaid terms and conditions and any of our other relevant terms and conditions shall apply.

11. We reserve the right to suspend indefinitely or for a definite period, amend/alter/delete or terminate these terms and conditions at any time (collectively the 'Modifications'), by giving you a 30 calendar days' prior written notice with the proposed amendments/alterations or stating the reason for the Modifications thereof. Should you disagree with the proposed Modifications during the 30-day time-period, you shall have the right to opt-out from your Tariff Plan by informing us of your decision, we also offer the option to disconnect and collect any unused credit by visiting an Epic store, if applicable. Your continued use of the service after the expiration of the 30-day time-period signifies your acceptance of any amendment.

12. From time to time we may modify the standard settings and/or features of your Plan to offer an additional value. Such changes might include increasing your data, voice or text allowances or improving your connectivity speeds. In case that such changes are approved and considered to be inherently beneficial by the Malta Communication Authority in accordance with applicable laws, we will inform you about the changes by giving you a 1-day prior notice and term 2 above will not apply.

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