

## Genius

1. The Epic Genius Plan ('Genius Plan'/the 'Plan') is a prepaid plan offered by Epic Communications Limited ('we / Epic') to its new and existing prepaid customers ('you') under these terms and conditions ('Specific Terms and Conditions').

2. You may subscribe to the **Genius Plan** as from the 27<sup>th</sup> June 2019. This version of the Specific Terms and Conditions is applicable as from 1<sup>st</sup> January 2026.

3. These Specific Terms and Conditions constitute a legally binding contract between you and us and must be read in conjunction with: (i) Quality of Service term, (ii) Epic, and any other term and condition that might be referred therein. In the event of a conflict between any of the terms, the applicable precedence shall be the order in which the terms are mentioned in this term 3 (highest level of precedence first),, and any other term and condition that might be referred therein. In the event of a conflict between any of the terms, the applicable precedence shall be the order in which the terms are mentioned in this term 3 (highest level of precedence first).

4. These Specific Terms and Conditions must be read in conjunction with Epic Privacy Policy, Epic Acceptance Usage Policy. Acceptance Usage Policy.

5. Epic reserves the right to limit the number of the Plans offered to a single person/legal entity.

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

7. Genius Plan and Genius Options:

7.1. You can benefit from the Genius Plan upon successfully signing up by using one of the methods described in term 8 below. Once you sign-up to the Genius Plan you will get up to 45Mbps upload speed and up to 270Mbps download speed. The out of bundle rates set out in Table 2 below shall apply.

7.2. Once you are signed up to the Genius Plan, you can activate the **Genius 5GB/Genius 10GB/Genius 20GB** (collectively 'Genius Options'; each individually 'Genius Option') upon successfully topping up and avail yourself from the benefits described in the Table 1 below (depending on the top-up amount).

7.3. For the avoidance of any doubt, the Genius Options are only triggered by the successful top-up and you cannot purchase any of Genius Options from your credit, including the Credit Left in account as set out in Table 1 below.

**Table 1: Genius 5GB/Genius 10GB/Genius 20GB Options benefits:**

Benefits	Genius 5GB	Genius 10GB	Genius 20GB
<b>Data (to be used in Malta and whilst in RLAH zone)</b>	5GB	10GB	20GB
<b>Calls to all local Epic Numbers</b>	Unlimited	Unlimited	Unlimited
<b>Price of the Option</b>	€9.49	€11.99	€18.99
<b>Validity Period</b>	28 days	28 days	28 days
<b>Top-Up Trigger</b>	€10 Top-Up	€15 Top-Up	€20 or more Top-Up
<b>Credit in the main account</b>			€0.24 left if topped up with €20
(The amounts listed in this section are final, which means that the 4%	€0.13	€2.43	€9.86 left if topped up with €30* €29.09 left if topped up with

excise tax has been already deducted from the topped up amount)

€50

\*(The following top-up denomination is available only online that is through Epic App or Epic Website)

7.4. The benefits (Data allowance & Epic minutes) provided with each Option are valid for the duration of the Validity Period set out in Table 1 above.

7.4.1 If you top up with the Top Up Trigger before the expiry of the Validity Period, any unused data allowance will be carried forward and accumulated up to a maximum of 100GB.

7.5. If you do not top up before the expiry of the Validity Period, all allowances will be forfeited. For the avoidance of doubt, this does not apply to the Credit left in your account which will remain available. Upon the expiration of the Validity Period, 1-day before the expiration of the 4 weeks' period & 2 hours before the expiration of the 4 weeks' period you will receive an SMS notification whereby we inform you that the Genius Option has expired or shall expire (as applicable) and any unused data has therefore been forfeited.

7.6. In case:

- a. your Genius Option has expired; or
- b. you have consumed all the benefits provided with your Genius Option; or
- c. you have signed up to Genius Plan;

and you have not topped up with €10 or more to trigger another Genius Option, the rates shall set out in Table 2 shall apply. For the avoidance of any doubt, the rates set out in Table 2 apply also to any out of bundle usage, i.e. usage of services that are not included in the benefits provided with the Genius Options (as stated in Table 1)

**Table 2: Out of Bundle Rates**

**Out of Bundle Rates (Local and RLAH zone) –**

**Calls:** €0.10c/min excluding calls between Moldova and Ukraine which shall be charged €3.99 per minute.

**SMS: 10c per SMS** excluding SMS between Moldova and Ukraine which shall be charged €0.49 per SMS.

The above rates apply for any usage done towards any other local number (mobile and fixed), from RLAH Zone to other RLAH Zone numbers (mobile and fixed), excluding usage between Ukraine and Moldova, and also from **RLAH zone** towards Maltese numbers (mobile and fixed). For calls done from Malta towards EU (mobile and fixed lines) the rate of 22c per minute applies whilst for SMS sent from Malta towards EU the rate of 7c per SMS applies.

**Data:** 99c per 200MB valid for one (1) calendar day will be applicable. Any remaining unused MBs shall not be carried forward upon the expiration day time-window, for the avoidance of doubt it is valid from 00:00 to 23:59 of the same day when the charge is triggered. This Out of Bundle rate will commence once all the data allowance within the Plan

**7.7 Other Charges Applicable in Malta and RLAH zone:**

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 <a href="#">here</a>.</p> <ul style="list-style-type: none"> <li>○ These rates may change from time to time depending on the applicable regulation/s. For the latest applicable rates on premium numbers click <a href="#">here</a>.</li> </ul>
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, located <a href="#">here</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, located <a href="#">here</a>.</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 <a href="#">here</a>.</p>

**7.8** You can monitor your usage by sending a blank SMS to 16290 from your mobile phone free of charge. You are hereby being advised that this only serves as guidance as it may not always be accurate. Therefore, should you exceed the data allowance provided with your Option; you will still be liable for all charges for out of bundle usage.

**7.9 Roaming** You can benefit from Genius Option whilst roaming in the RLAH Zone as described in Table 1 above or from the Genius Plans' Out of Bundle rates set out in Table 2. 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 under Term 13.3 of [General Terms and Conditions](#). To see the applicable rates whilst roaming in EU please visit [here](#)

7.9.1 The following rates apply when roaming outside the **RLAH zone**:

Usage	<b>From:</b>	<b>Towards:</b>	<b>Rates for Non-RLAH zone Usage</b>
<b>Roaming outside the RLAH zone</b>	Any rest of the word country	Any rest of the word country	Country is part of Prepaid Traveller: <a href="#">Here</a>
			Country is not part of Prepaid Traveller: <a href="#">Here</a>

Table 3: Roaming rates applicable outside the **RLAH zone**

## 8. 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.

#### 8.1. How to sign up to the Genius Plan:

##### Sign up

by logging in to Epic Account using [Epic App](#).

**OR**

by logging in to Epic Account using Epic Portal

**OR**

Sending a SMS to 16200 from the Mobile number you wish to subscribe, writing 'YES'

**OR**

Visit one of our retail [stores](#) with your ID Card and Passport

8.2. Upon signing up to Genius Plan, we shall send you a verification SMS confirming that your sign up was successful. You will be automatically switched on to Genius Plan upon such confirmation.

8.3. In the event that you use your mobile handset before receiving the SMS notification confirming your successful sign-up to Genius Plan, you shall automatically be charged according to the plan you would be subscribed to prior to initiating the signing up.

8.4. Once you sign-up to the Genius Plan, you will get up to 45Mbps upload speed and up to 270Mbps download speed. The Out of Bundle rates set out in term 7.6 above shall apply.

8.5. Upon signing up to Genius Plan, you will automatically lose any unused benefits that you were benefitting from your previous plan.

#### 9. How to benefit from one of the Genius Options:

9.1. In order to benefit from one of the Genius Options, you need to Successfully sign up to the Genius Plan by using one of the methods described in term 8 above and successfully topping up your account with a credit equal to the Top Up Trigger of Option selected by you (refer to the Top Up Triggers listed in the term 7.3 above).

9.2. The Genius Option benefits will be assigned once a successful top up is completed.

#### 10. How to unsubscribe from Genius Options:

##### Unsubscribe

##### Send an SMS with 'STOPYES' to 16200

10.1. You may unsubscribe from Genius Plan at any time. Unsubscribing from the Genius Plan by sending the SMS text provided in this term, will automatically mean that you are opting-out of both the Genius Plan and the Genius Options. When you unsubscribe from the Genius Plan, you will automatically forfeit any unused benefits. For the avoidance of any doubt, this is applicable for all Options. Upon successfully unsubscribing you will be placed on the Epic Base Plan subject to [Epic Base Plan Terms and Conditions](#).

10.2. Should you subscribe to another prepaid or post-paid plan whilst benefiting from one of the Genius Option any benefits provided with such Option will be forfeited as explained in term 7 above. Once opted in to the Genius Plan, you may switch between the Genius Options at any time depending on the top-up amount as explained in term 7.4 above and the benefits may remain valid as explained in term 7.4 above.

**10.3.** If you, whilst being subscribed to the Genius Plan, decide to subscribe to any other prepaid plan offered by us or to any Top Up and Get plan or add-on bundle that is not compatible with the Genius Plan, you shall automatically stop benefiting from the Genius Plan and your Genius Option and any unused benefits of such Option shall be lost.

#### **11. Additional Add-On Bundles ('Add-Ons') available with Genius Options**

**11.1.** All charges deriving from any available Add-On bundles are inclusive of VAT but exclude any other additional tax.

#### **12. General Information on this Plan**

**12.1.** When you subscribe to this Plan, you are automatically accepting to adhere to these Specific Terms and Conditions.

**12.2.** 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 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 to this effect without incurring any penalties for early termination of your Tariff Plan, as may be applicable. Your continued use of the service after the expiration of the 30-day time-period signifies your acceptance of any amendment.

**12.3.** 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 12.2 above will not apply.

**12.4.** You are advised to visit our website, send us an email on [247@epic.com.mt](mailto:247@epic.com.mt) or visit one of our retail outlets, to purchase or learn more about this Plan and/or individual Options. Further support on prepaid plans is available at [epic.com.mt/support](http://epic.com.mt/support). Mobile data speeds may vary from time to time due to contention ratios on the network and other factors outside our control, which include dependency on the network coverage as well as on your device. Currently our mobile data service on this Tariff Plan is able to support upload speed up to 45Mbps and download speed up to 270Mbps.