



This Plan 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 Bundle	Data	Minutes	SMS
Usage in Malta	25GB	Unlimited mins to Epic, 200 mins to other local numbers	200 SMS
Usage in RLAH zone	N/A	N/A	N/A
Usage in Non-RLAH zone	N/A		

Speed of Internet 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> (Visit one of our stores in the event of regular discrepancy in speed or other quality measurements.)

Price

	Bundle Validity Period	Price
Hello Bundle	28 days	€4.49
Hello30	28 days	€2.99 or free with any top-up of €10 or more

Rates Outside the Bundle:

	Data Whilst in MT	Minutes from MT to:						SMS from MT to:			
		MT	Zone 1	Zone 2	Zone 3	Zone 4	Satellite	MT	Zone 1	Zone 2 & 3	Zone 4 & Satellite
Usage beyond Bundle benefits, prior to the expiry of Bundle Validity Period	€0.99 /200MB/day	€0.10 /min	€0.22 /min	€0.30 /min	€0.35 /min	€4.99 /min	€9.99 /min	€0.02 /SMS	€0.07 /SMS	€0.23 /SMS	€0.99 /SMS
Post expiry of Bundle Validity Period without bundle purchase	€0.99 /200MB/day	€0.29 /min						€0.10 /SMS			

Additionally, a set up charge of €0.75 per call is applied for International calls to Zone 2 and Zone 3.

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

Plan duration: 28 Days

Renewal: Via Epic App / Epic Website / Manual Top-Up (if applicable)

Termination: Visit an Epic Retail Store

Other relevant information

For more information on how we collect, use and share personal information see our Privacy Policy by visiting <http://www.Epic.com.mt/privacypolicy> or our stores.

Epic Hello Plan

1. The Epic Hello Plan (the 'Plan') is a prepaid Plan and the Hello Bundle (the 'Bundle') is a prepaid recurring bundle offered by Epic Communications Limited ('we') to its new prepaid customers ('you') under these terms and conditions ('Specific Terms and Conditions'). When you subscribe to this Plan, you are automatically accepting to adhere to these Specific Terms and Conditions, Mobile General Terms and Conditions and any other relevant terms and conditions which will constitute a legally binding agreement between you and us.
2. Upon activation of the SIM, you will be automatically subscribed to the Plan. For the avoidance of any doubt, once subscribed to this Plan your usage will be charged in accordance with these Specific Terms and Conditions.
3. You may benefit from the Plan and Bundle as from the 09th July 2026. This version of the Specific Terms and Conditions is applicable as from 09th July 2026.

4. The Hello Bundles Benefits

- 4.1. The prices and rates specified below are inclusive of Value Added Tax and of the excise tax which is being deducted from the topped-up amount. For the avoidance of any doubt any other taxes which may be applicable shall be deducted accordingly.

The Bundle	The bundle benefits					The Bundle Price	Bundle Validity Period
	Data to be used in Malta	Data to be used whilst in RLAH Zone	Minutes to local fixed and mobile numbers whilst in Malta	SMS to any local mobile number whilst in Malta	Minutes to selected countries whilst in Malta		
Hello Bundle	25GB	N/A	Unlimited to Epic (fixed & mobile), 200 mins to other local numbers	200 SMS	See Table 2	€4.49	28 days
Hello30	N/A	N/A	N/A	N/A	30 mins	€2.99 or free with any top-up of €10 or more	28 days

Table 1: Benefits of the Hello Bundle

- 4.2. You can benefit from the Hello Bundle upon successfully purchasing it through the credit in your account or else through your bank card. By purchasing the Bundle, you are opting for a recurring automatic purchase (of the same Bundle). You can benefit from Hello30 upon successfully purchasing it through the credit in your account, through your bank card or through a successful top up of a value of €10 or more.
- 4.3. The minutes and SMS included in the Hello Bundle may only be used whilst in Malta for calls and SMS to Maltese mobile and fixed numbers, excluding premium-rate and other excluded numbers. Where the customer has subscribed to the Hello30 bundle, the minutes included in that bundle indicated in Table 1 may be used for calls made from Malta to the selected international destinations covered by the bundle. Calls shall be deducted from the relevant benefits included in the subscribed bundle, as applicable. Upon expiry of the Hello30 Bundle Validity Period or upon consumption of all the Bundle benefits, international rates shall be charged according to clause 5. Roaming is not available on this Plan. Customers cannot make or receive calls, send SMS, or use mobile data whilst roaming.
- 4.4. The Hello Bundle will automatically renew upon reaching the end of the Bundle Validity Period or before the end of the Bundle Validity Period when Hello Bundle benefits have been fully used and sufficient credit is available. Where not all benefits are consumed, any further usage of the consumed benefit(s) shall be charged, as set out in Table 2.

4.5. The Hello30 bundle will not renew automatically upon reaching the end of the Bundle Validity Period. Any usage beyond the benefit(s) or upon reaching the end of the Bundle Validity Period shall be charged, as set out in Table 2.

5. Out of bundle usage

5.1. Any usage beyond the Benefits listed in Table 1 above will be charged as per below table:

					Out of Bundle 1	Out of Bundle 2
					The following rates apply to any usage beyond the Benefits listed in Table 1 above, prior to the expiry of the Bundle Validity Period	The following rates apply if the Bundle Validity period has expired, and no new bundle has been purchased whilst still subscribed to the Plan.
Calls	From	Malta	To	Malta	€0.10	€0.29
	From	RLAH	To	RLAH/Malta	Roaming not available with this Plan	Roaming not available with this Plan
	From	Malta	To	Zone 1	€0.22/min	
	From	Malta	To	Zone 2	€0.30/min + €0.75 set up charge per call	
	From	Malta	To	Zone 3	€0.35/min + €0.75 set up charge per call	
	From	Malta	To	Zone 4	€4.99/min	
	From	Malta	To	Satellite	€9.99/min	
SMS	From	ROW	To	Malta	Roaming not available with this Plan	Roaming not available with this Plan
	From	Malta	To	Malta	€0.02/SMS	€0.10/SMS
	From	RLAH	To	RLAH/Malta	Roaming not available with this Plan	Roaming not available with this Plan
	From	MT	To	Zone 1	€0.07/SMS	
	From	Malta	To	Zone 2	€0.23/SMS	
	From	Malta	To	Zone 3		
	From	Malta	To	Zone 4	€0.99/SMS	
	From	Malta	To	Satellite		
	From	ROW	To	Malta	Roaming not available with this Plan	Roaming not available with this Plan
			Whilst in	Malta	€0.99/200MB/day	€0.99/200MB/day
Data			Whilst in	RLAH	Roaming not available with this Plan	Roaming not available with this Plan
			Whilst in	ROW	Roaming not available with this Plan	Roaming not available with this Plan

Table 2: Out of bundle rates: for customers benefitting from the Bundle & for customers subscribed to the Plan whose Bundle has expired

5.2 Other Charged applicable in Malta and RLAH zone:

Calls/SMSs to Maltese Premium Rate Numbers	Charged outside of your Monthly Bundle - Premium Call Rate = fixed line call rate (consumed from Plan) + premium rate of the call - Premium SMS Rate = charged at the premium rate For more info on premium numbers click here . - These rates may change from time to time depending on the applicable regulation/s. For the latest applicable rates on premium numbers click here.
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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 click here .
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 here.
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 here.
DES Calls	Calls towards 1182 are charged at the same rate as a call to offnet fixed.

6. Roaming:

6.1. Roaming isn't available with this Plan.

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.

8. How to benefit/stop benefiting from the Plan and Bundle:

- 8.1. You can start benefiting from the Plan by purchasing a SIM card provisioned with the Hello Plan. To stop benefiting from the Plan, you can terminate or switch to postpaid by going to any Epic store.
- 8.2. Upon purchasing the Plan, we shall send you a confirmation SMS confirming that your order was successful and that you will be automatically subscribed on the Plan upon such confirmation. Following this confirmation SMS, you shall receive a second confirmation SMS confirming the successful purchase of the Bundle.
- 8.3. The Hello Bundle is automatically purchased upon the first chargeable event on the SIM card and you shall be automatically charged the applicable Bundle Price set in table 1.
- 8.4. Upon expiry of the Hello Bundle Validity Period or upon consumption of all the Bundle benefits:
 - i) If there is sufficient credit in your account balance to meet the applicable Hello Bundle price, as set out in Table 1, you shall be automatically charged the applicable Bundle Price and the Bundle shall be renewed for a further 28 days. You will receive an SMS notification upon renewal. Any unused SMS, minutes and data shall be forfeited at the time of renewal.
 - ii) If there is insufficient credit in your account balance or the bank card purchase fails, the Hello Bundle shall not be automatically repurchased and you will be notified via SMS. In this case, any remaining benefits shall be forfeited and all usage shall be charged at the applicable out-of-bundle rates (as indicated in Table 2). If, following a top-up, your available account balance is sufficient to cover the Bundle Price, or upon enabling bank card purchase, where the applicable Bundle price can be successfully charged to the registered bank card, the Hello Bundle shall be automatically re-purchased at the Bundle Price (as indicated in Table 1).

8.5. The Hello30 bundle may be purchased or re-purchased using any of the following methods:

by logging into your Epic Account via the Epic App;

OR

by logging into your Epic Account via Epic Web;

OR

by sending "Hello30" via SMS to 16200 from the mobile number on which you wish to subscribe

OR

by topping up your account with €10 or more

8.6. The Hello30 Bundle does not renew automatically. Upon expiry, you can repurchase by sending "Hello30" via SMS to 16200, or it may be activated/reactivated free of charge upon a top-up of €10 or more. You will receive an SMS notification upon successful activation. Any unused minutes shall be forfeited upon expiry or upon activation of a new Hello30 bundle.

8.7. You may benefit from more than one Bundle at the same time, subject to the following:

- i) If, during the Validity Period of a Bundle, you obtain the same Bundle under different activation terms (i.e. a Hello30 Bundle purchased for €2.99 and a Hello30 Bundle obtained free with a qualifying top-up), the new Bundle shall become available immediately upon activation and may coexist with the existing Bundle. Each Bundle shall be governed by its own Validity Period and Benefits.
- ii) If, during the Validity Period of a Hello30 Bundle, you obtain the same Bundle again under the same Bundle activation terms (either both for €2.99 or both obtained free with a qualifying top-up), the Validity Period of the new Bundle shall commence on the date of the subsequent activation and shall replace the existing Hello30 Bundle. Any unused Benefits remaining under the existing Bundle shall be forfeited and shall not be carried forward. The Benefits of the new Bundle shall become available immediately upon activation.

For the avoidance of doubt any purchase of the Hello30 bundle (either of €2.99 or obtained with a FREE purchase) shall not impact Hello bundle.

8.8. You can monitor your usage by dialling *123# on your phone. You will first receive an on-screen notification displaying your remaining credit balance. Shortly after, you will receive an SMS containing a detailed summary of your remaining benefits. You are hereby being advised that this only serves as guidance as it may not always be accurate. Therefore, should you exceed the benefits provided with your Bundle; you will still be liable for all charges for out of bundle usage.

9. Contact Us:

9.1. You are advised to visit our website epic.com.mt, call our Customer Care on 247, send us an email on 247@epic.com.mt or visit one of our retail outlets or authorised dealers, to learn more about this Tariff Plan.