

Changes in product line-up and price developments – July to September 2022

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MALTA COMMUNICATIONS AUTHORITY

Purpose

This presentation outlines the main developments in the product line-up and prices for electronic communications in Malta from July to September 2022:

1. Mobile telephony – Changes in the product offerings;
2. Fixed broadband – Download and upload speeds are improved;
3. Bundles – Upgraded add-on offers.

Comparative tables with selected plans for the different operators are provided. All rates are quoted including VAT unless stated otherwise.

Mobile telephony

The changes for the mobile telephony segment largely materialized in view of the following:

1. All service providers updated the respective mobile terms and conditions in line with Regulation EU 2022/612 on the roaming on public communications networks within the European Union.
2. Data roaming allowance improved in line with the EU Roaming Regulation, and corresponding surcharge rates increased.
3. Revised voice and SMS allowances for businesses.
4. Termination of plans running on zero-rated offers.

Note: Quoted fees and plans are up to September 2022. Further changes may have materialised to date. These will be covered in the forthcoming publications.



Mobile post-paid plans

Operator	Epic				GO		Melita
Plan	Basic	Standard	Extra	Premium	Freedom – 5GB	Freedom - Unlimited	Endless Full Jetset
24-month contract	€26.99	€31.99	€41.99	€71.99	€13.99	First 6 months: €10.99	€31.49
						After 6 months: €20.99	
Month-on-month		€36.99	€51.99	€91.99	€15.99	First 6 months: €15.99	€41.49
						After 6 months: €25.99	
Data							
Domestic data allowance	Unlimited				5 GB	Unlimited	Unlimited
Download speed	20 Mbps	Up to 1500 Mbps on 5G			4.5G		Up to 20Mbps on 5G
Voice and SMS – optional add-ons							
Calls & SMSs to Malta / EU / UK	Unlimited				Unlimited mins & SMS @ €10		Unlimited
Calls & SMS - worldwide	Rates apply		200 calls	300 calls	60 mins & 60 SMSs @ €5		Endless calls at €6 (inc. with data)

Epic
Termination of Starter plan with lower entry-level access fee.

Melita
Revamped its post-paid plans

GO
'Unlimited' plan: €10/month discount for the first 6 months + 50GB data while roaming

Mobile telephony

Other points concerning post-paid mobile plans:

- Melita allows end-users to add fixed internet with mobile post-paid plans + post-paid plans include unlimited MelitaWifi and TSN Sports Premium.
- GO provides a discount on the monthly access fee to end-users on a Home Pack Plan - €5 on the Unlimited Gb plan and €2 on the 5Gb plan.
- Epic applies different speeds for its plans: 20Mbps for Basic and up to 1500Mbps for the other plans.
- Add-on plans are also available from different operators, such as in the case minute / SMS allowances (domestic and / or international) and data (domestic and / or international).
- GO's outside bundle data rate of €2.36 per GB on the unlimited Freedom plan has been reduced from €5.00 per 500MB.



Mobile pre-paid plans

Pre-paid product line-up was largely unchanged compared to June 2022, except for GO's revamp of its line-up.

Operator	Epic – Value Pack			GO – Smart Top-Up				Melita – Pockit Pass		
Plan	Value	Talk	Data	S	M	L	XL	S	M	L
Monthly access fee (incl. VAT)	€9.99 (every 28 days)	€4.99 (every 28 days)	€5.99 (every 28 days)	€4.99	€9.99	€15.99	€34.99	€5 (every 30 days)	€10 (every 30 days)	€15 (every 30 days)
Data allowance	8 GB	0.1 GB	4 GB	250 MB Additional with HomePack: 250 MB	8 GB	10 GB	12 GB	250 Mb	8 GB	15 GB
Data download speed	4.5 G			4 G+				4.5 G		
Call minutes	200	100	N.A.	100	200	300	Unlimited	100	200	200
SMS	200	100	N.A.	100	200	300	Unlimited	100	200	200

Note: (i) Operators also allow for the possibility of voice/ SMS/ data add-ons.
(ii) All allowances can be consumed in Malta, EU and the UK. Roaming rates apply for outside bundle rates.

Mobile telephony

Other points concerning pre-paid mobile plans:

- Auto-rolover of unused data applies for GO clients.
- Epic's Carepack is included with the mobile pre-paid plans and entitles users to 1 handset repair or a replacement in case of out-of-warranty malfunction.
- Melita offers an add-on at a charge of €2 allowing for unlimited mobile data till midnight on the day it is purchased.



Mobile business plans – post-paid

Mobile telephony business plans saw some slight changes.

Business plans	Epic - Business			GO - Infinity		Melita - Business		
	Essential	Pro	Premium	5GB	Unlimited	5G	5G Super	5G Max
Monthly access fee								
No contract	-			€16	€26	€33.03	€35.39	€41.29
2-year contract	€37.16	€48.95	€72.56	€6	€11	-		
Data, voice & SMS allowances								
Data allowance	10GB	Unlimited		5GB	Unlimited	Unlimited		
Voice & SMS allowance	Unlimited to local / EU / UK numbers + 200 international minutes			Add-on: €15 for unlimited call & SMS (local + EU + UK) & 200 minutes + 200 SMS (international)		Unlimited to local numbers, EU & UK		
International	Add-on: 100 minutes / 300 minutes at €10 per month / €25 per month					Pay-per-use or available as add-on: €5 for 50 minutes + 50 SMS	50 minutes + 50 SMS	
Roaming (EU & UK)	Same as local	50 GB	100 GB	50GB		38 GB	40 GB	45 GB
Launch date	November 2020			April 2021		May 2021		

Mobile telephony

Other points concerning post-paid mobile plans:

- In the case of GO, a 50% discount applies on non-EU roaming applies, to Mobile Infinity Unlimited customers.
- Melita offers its clients unlimited MelitaWifi.
- Data rates offered by operators vary by plan.
- Voice and data add-ons are available.



Bundles

Bundle offerings are today mainstream, with operators upselling these products.

1. The most popular bundle features fixed broadband, fixed telephony and pay TV.
2. Product line-up for Melita and GO largely unchanged to that prevailing at the end of June 2022. However, some upward changes in monthly access fees noted alongside better add-on prices.



Dual-play for households – entry-level

No material changes when it comes to residential dual-plans.

Dual-play plans	Epic	GO	Melita
Plan	Fibre 2000	Home Pack – ‘Turbo’	Internet Fibre Power 150Mbps
Monthly access fee (incl. VAT & excl. DDM)			
Month-on-month	€26.99 + one-time fee of €50	€31	€35
24-month contract	€26.99	€26	€25
Fixed broadband			
Download speed	2000 Mbps	75Mbps in non-fibre areas to 100Mbps	150 Mbps
Upload speed	100 Mbps	15Mbps	15 Mbps
Fixed telephony			
Voice allowance	Unlimited local calls	-	Unlimited local calls
Other calls	Calls to local mobile numbers @ €0.23	€0.05c for local fixed calls and €0.22c for local mobile calls.	Calls to local mobile numbers @ €0.23 per minute
Optional add-ons	Standard rates example for UK and EU @ €0.22 for mobile calls and €0.038 for fixed calls	Double upload speed to 30Mbps @ €1.99 per month. First three months of subscription free Unlimited local calls @ €3.99; Unlimited international calls @ €7.99	Fixed telephony 100 minutes to EU/ Australia/ Canada/ China/ USA @ €3 OR 500 minutes @ €10
Additional plan features and temporary offers	First 6 months free introduced for Fibre 2000	Download/ upload speed can increase	20 GB Melita Wi-Fi

Download speeds higher than 100Mbps are available for Epic in a dual play offer.

Epic offers 100, 500 and 1000 Mbps, however only the Fibre 2000 is offered on a month-on-month basis. Epic's upload speeds improved respective to other operators.

Triple-play for households – entry-level

Triple play offers by GO and Melita featuring internet, fixed telephony and TV remain mostly unchanged since June

GO – Home Pack

Quoted prices for 24-month contract (inc. VAT)

<p>Internet + Fixed telephone</p> <p>'Turbo' plan 100Mbps download speed @ €26</p>	<p>Optional TV add-ons: Add TV screens @ €5.99 for each (1st one is free); TV passes @ €5.99 for each;</p>	<p>Optional voice add-ons: Unlimited local calls @ €3.99; Unlimited international calls @ €7.99</p>
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Offers introduced in 2022:

- Buy more than 2 TV passes and get the additional one for free.
- Special offer for all 4 pre-mixed Home Pack offers (Turbo, Classic, Mega, Giga): 3 months of free local calls to fixed & mobile numbers.
- Classic Mix is priced at €31.99/ month, at €35.98/ month after 3 months.
- Giga Mix is priced at €26/ month, at €40.99 after 6 months.
- Users can get €1 off the quoted prices using the DDM.

Melita - Flexi

Quoted prices for 24-month contract (inc. VAT)

<p>Internet</p> <p>Internet Fibre Power plan with 300 Mbps download speed @ €33.49</p>	<p>Inc. TV Starter NexTV</p> <p>Change to TV NexTV L HD @ €5 <u>OR</u> TV NexTV XL HD @ €10</p>	<p>Inc. Telephony fixed line</p> <p>Change to Telephony Fixed and Mobile Unlimited @ €5</p>
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Offers introduced in 2022:

- StellarWiFi pod is free for Flexi subscribers.
- A €0.50 discount applies to the prices above with the DDM.

Triple-play for businesses – entry-level

Melita and GO offer triple play offers that feature TV to business clients.

GO – Business Infinity <i>Quoted prices for 24-month contract (inc. VAT)</i>		
Internet + Fixed telephony line Medium plan 500Mbps x 50Mbps @ €59	Inc. TV + Sports 1 Gold TV + a GO Sports Stream Add GO Stars stream @ €2 for each stream	Inc. unlimited local fixed calls Add-on: local mobile calls @ €8.50

Melita – Business Flexi <i>Quoted prices for 24-month contract</i>		
Internet Business Internet 250 x 15Mbps plan @ €47.95	TV Starter NexTV Add-on: TV NexTV L HD @ €9 or TV NexTV XL HD @ €9	Telephony fixed line Melita Fixed & Mobile Add-on: Fixed and Mobile Unlimited @ €10

Notes on new offers / upgrades

- Higher monthly access fees for medium plan, whereas the large plan including 1Gbps saw lower pricing.
- Plan is only available in fibre areas and subject to a 2-year contract term agreement.

Note on new offers / upgrades

- Other internet speeds: 500Mbps/20Mbps; 1Gbps/500Mbps.



Bundles

Clients to GO and Melita can also opt for a number of TV add-ons with their bundles, such as those featuring sports and movie / entertainment channels.

Bundles

Other points concerning bundled plans:

- GO also offers plans under the 'Pre-mixed Home Packs' portfolio. No change in these plans since June 2022.
- GO offers a free TV stream including 20+ channels plus access to the NEW Tokis add-on.
- A TV stream along with access to NexTV app is also included in Melita's dual play package.



Other changes

Other changes to fixed broadband, pay TV and fixed telephony segments are referred to below:

Fixed broadband

- Melita increased its download speed for its internet service, from 100mbps to 150mbps, and from 250mbps to 300mbps.
- GO made some changes to their 'On the Move' data plans, mainly related to an increase in the data allowance, with the 5GB and 15GB both doubling to 10GB and 30GB, respectively. The original 30GB plan was upgraded to 200GB.

Mobile telephony

- GO also updated their systems to implement the surcharge rate of €2.36/GB to unlimited tariff plans for consumption exceeding the roaming data limit.
- The roaming surcharge rates of all operators to the following: Calls capped at a surcharge of €0.022/minute; SMSs capped at a surcharge of €0.004; Data capped at a surcharge of €2.00/GB (excluding VAT and excise tax for all rates).
- The Music Wild Card offer has been terminated by GO when using mobile internet.

Pay TV

- GO discontinued the SD transmission of National Geographic Channel as from 7th September 2022.
- GO offered discounts on its TV plans, mainly by offering a 3-month period for free for the Start Plan and a €5.99 access fee for the first 3 months of the Start Plan + TV pass.