

Changes in product line-up and price developments – October to December 2022

March 2023



MALTA COMMUNICATIONS AUTHORITY

Purpose

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

1. Mobile telephony – Youth plans have been amended;
2. Fixed broadband – Improved download and upload speeds;
3. Bundles – Changes in access fees;
4. Business plans – Broadband and mobile plans are updated.

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. Epic updated its download speed on mobile youth and student plans.
2. GO added the promotion on Play plans users, offering users a 50% discount on 2 rides per month with Uber.
3. Epic changed its business premium mobile plan from unlimited data allowance to that of 100GB on 5G.

Note: Quoted fees and plans are up to December 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		Endless Essential	Endless Full
					5GB	Unlimited		
24-month contract	€26.99	€31.99	€41.99	€71.99	€13.99	First 6 months: €10.99	€25.49	€31.49
						Thereafter: €20.99		
Month-on-month		€36.99	€51.99	€91.99	€15.99	First 6 months: €15.99	€35.49	€41.49
						Thereafter: €25.99		
Data								
Local data allowance	Unlimited				5 GB	Unlimited	Unlimited	Unlimited
Download speed	20 Mbps	Up to 1500 Mbps on 5G			4.5G		20Mbps	Up to 1000Mbps on 5G
Voice and SMS – optional add-ons								
Calls & SMSs to Malta / EU / UK	Unlimited				Unlimited mins & SMS @ €10		Unlimited	Unlimited
Calls & SMS - worldwide	Rates apply		200 calls	300 calls	60 mins & 60 SMSs @ €5		Rates apply	Endless calls at €6 (inc. with data)

Mobile telephony

Other points concerning **post-paid mobile plans**:

- The 1GB roaming data bundle for Melita's Racer and JetSet plans is also available when visiting destinations in zones 6 or 7.
- Epic increased the data allowance whilst roaming:
 - EU/UK by 3GB for the Basic and Standard plans;
 - 4GB for Extra, and;
 - 9GB for the Premium mobile plan.
- GO offers the infinity voice add-on for an additional €15. Users get unlimited calls and SMSs to all EU/UK numbers and 60 minutes and 60 SMSs from Malta to worldwide numbers.



Mobile pre-paid plans

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	€4.99	€5.99	€4.99	€9.99	€15.99	€34.99	€5	€10	€15
Validity	28 days			28 days				30 days		
Data allowance	8 GB	100 MB	4 GB	250 MB Additional w/ HomePack: 250 MB	8 GB Additional w/ HomePack: 2 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

Mobile telephony

Other points concerning **pre-paid mobile plans**:

- Melita offers an unlimited data add-on at an additional charge of €2 for usage till midnight on the day it is purchased.
- GO offers Smart L for free for the first 4 weeks, applicable only to those end-users switching with the service provider.
- Epic increased its data allowance for Liberty Power by 3GB.



Mobile youth and student plans

No material changes with regard to youth and student plans since October 2022.

Student Plans	Epic - Youth		GO - Play		Melita - Djuno	
	10GB	40GB	DIS	Double DAT	BigGig M	BigGig L
Type	Manual top-up or automatic top-up		Top-up over standard pre-paid		Top-up over standard pre-paid	
Monthly access fee (incl. VAT)	€8.99 (every 28 days)	€12.99 (every 28 days)	€8.99 (every 28 days)	€12.99 (every 28 days)	€8 (every 30 days)	€12 (every 30 days)
Data allowance	5GB + 5GB with auto top-up	20GB + 20GB with auto top-up	5GB	20GB	5GB	20GB
Minute allowance	400 to any local number		200 minutes to any local number	300 minutes to any local number	400 to local, EU and UK numbers	
			Unlimited to 5 chosen local numbers			
SMS allowance	400 SMS		Unlimited		Unlimited	
Roll-over of unused allowance units	Yes		Yes		No	
Other	Double the data when subscribing to automatic top-up online and not via manual top-up		6 months Sports TV pass + 12 months Start TV for free + music streaming via MusicWildcard		Free access to wi-fi via operator's network	
Eligibility age	Under 29		Up to 27		Under 29	
Validity	28 days		28 days		30 days	

Epic

On a post-paid plan, Epic offers a plan priced at €19.99 per month with unlimited minutes, SMS and data at 5G speeds.

All allowances can generally be consumed in Malta, EU and the UK. Roaming rates apply for outside bundle rates.

GO

Users on Home Pack get double the data. Double DAT free for switchers to GO for 4 weeks + free SIM.

Mobile telephony

Other points concerning **youth and student mobile plans**:

- GO introduced the promotion on Play plans users, in collaboration with Uber, offering Play users a 50% discount on 2 rides every month.
- Epic updated its download speed on mobile youth plans from 270 Mbps to 1500 Mbps.



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	-			€17.70	€29.50	€33.03	€35.39	€41.29
2-year contract	€37.16	€48.95	€72.56	€11.80	€23.60	-		
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 **business mobile plans**:

- Melita Business 5G Max consumers can now use their 1GB roaming data bundle when visiting destinations in zones 6 or 7.
- Epic increased its data allowance for Business Pro by 5GB whilst roaming in EU/UK.



Bundles

Bundle offerings have become mainstream, with operators upselling these products.

1. The most sought-after bundle offer is one including fixed broadband, fixed telephony and pay TV.
2. The product line-up for Melita and GO largely unchanged to that prevailing at the end of September 2022. However, some positive developments in access fees were noted.
 - GO's Classical Mix monthly prices changed from €35.98 for the full contract to €31.99 for the first 3 months and €35.98 thereafter.
 - Melita's Flexi Bundle pricing strategy for the 24-month contract changed, as the duration of the reduced prices increased from 3 months to 6 months.



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	€35.50
24-month contract	€26.99	€26	€25.50
Fixed broadband			
Download speed	2000 Mbps	75Mbps - 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
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

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:</p> <p>Add TV screens @ €5.99 for each (1st one is free);</p> <p>TV passes @ €5.99 for each;</p>	<p>Optional voice add-ons:</p> <p>Unlimited local calls @ €3.99;</p> <p>Unlimited international calls @ €7.99</p>
-------------------------------------------------------------------------------------------	--------------------------------------------------------------------------------------------------------------------------------------------	--------------------------------------------------------------------------------------------------------------------------

Offers introduced in 2022:

- Mix and Match plans offer 6 months of Free TV streaming with a 24-month agreement.
- Classic Mix is priced at €31.99/ month, at €36/ 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</p> <p><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>
-----------------------------------------------------------------------------------------------	---------------------------------------------------------------------------------------------------------------	----------------------------------------------------------------------------------------------------

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

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

<p>Internet + Fixed telephony line</p> <p>Medium plan 500Mbps x 50Mbps @ €59</p>	<p>Inc. TV + Sports</p> <p>1 Gold TV + a GO Sports Stream</p> <p>Add GO Stars stream @ €2 for each stream</p>	<p>Inc. unlimited local fixed calls</p> <p>Add-on: local mobile calls @ €8.50</p>
-----------------------------------------------------------------------------------------	----------------------------------------------------------------------------------------------------------------------	------------------------------------------------------------------------------------------

Notes on new offers / upgrades

- Plan is only available in fibre areas and subject to a 2-year contract term agreement.

Melita – Business Flexi

Quoted prices for 24-month contract

<p>Internet</p> <p>Business Internet 250 x 15Mbps plan @ €47.95</p>	<p>TV Starter NexTV</p> <p>Add-on: TV NexTV L HD @ €9</p> <p>or</p> <p>TV NexTV XL HD @ €9</p>	<p>Telephony fixed line</p> <p>Melita Fixed & Mobile</p> <p>Add-on: Fixed and Mobile Unlimited @ €10</p>
----------------------------------------------------------------------------	-------------------------------------------------------------------------------------------------------	---------------------------------------------------------------------------------------------------------------------

Note on new offers / upgrades

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

Bundles

Other points concerning **bundled plans**:

- Epic also offers 100, 500 and 1000 Mbps in a dual play offer, apart from the Fibre 2000, all of which are offered on a 24-month contract.
- Melita decreased the price of its Business Fibre Power from €42.95 to €41.29. Furthermore, in December, Melita removed its Business Fibre Power Pro plan and decreased the monthly price for the Business Dedicated Fibre from €590 to €472.



Other changes

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

Fixed broadband

- GO's 'On the Move' internet plans, increased their data allowance, with the 5GB and 15GB both doubling to 10GB and 30GB, respectively. The original 30GB plan was upgraded to 200GB.

Mobile telephony

- Epic's Christmas offers included a discount on the smartphones: Samsung Galaxy S22; Apple iPhone 13, and; Apple iPhone 11.
- Melita reduced the roaming rates for the following countries Jordan, Thailand, Tunisia, Andorra, Kosovo, Greenland, Kuwait and Netherland Antilles in October 2022.

Pay TV

- GO removed 'Liverpool TV' and 'Channel One Russia' from their channel line-up as from 31st December 2022.