

Changes in line-up and price developments for telecom services – July to September 2024

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MALTA COMMUNICATIONS AUTHORITY

Purpose

Outline of main developments in product line-up and prices for electronic communications in Malta - July to September 2024:

- Mobile telephony – Extension of promotions / data allowance increase / voice allowance increase
- Fixed broadband – Updates in monthly access fees / introduction of back-to-school offers
– Migration of some business subscribers, launch of new plans / discontinuation of others.
- Bundles – Additional information in the T&Cs / migration of existing plans to higher data caps
– Increase in monthly access fees for some plans

This report refers to plans that operators changed during the specified quarter, alongside plans from other operators, which are referenced for comparative purposes.

Quoted rates are up to September 2024, with rates quoted for residential and business plans being inclusive of VAT but exclusive of other taxes or discounts. Further changes will be covered in forthcoming quarterly publications.

Note: Price / quality changes that are considered as positive to the end-user are indicated by green text, changes that are considered as negative are indicated by red text, while new plans which have been launched or updated throughout the review period are indicated in blue text under the 'status' heading in the tables.

Mobile pre-paid plans – entry-level residential plans

Pre-paid Plans – entry-level	Epic Talk Pack	GO SMART S	Melita Pass S
Status update since June 2024	Promotional period extended to 23/10/2024 <i>Offer eligible only to new customers</i>	Unchanged	Unchanged
Monthly access fee	€4.99/month	€5.99/month	€5.00/month First 6 months for new customers: €2.50/month
Validity	28 days	28 days	28 days
Data			
Local data allowance	100 MB	1 GB	500 MB
EU/UK data allowance	Upgrade during promotional period : 500 MB	1.5 GB with Home Pack or Auto Top-Up	1 GB with Auto Top-Up
Download speed	270 Mbps	Up to 1,024 Mbps	Up to 200 Mbps
Voice and SMS			
Calls & SMSs to Malta / EU / UK	100 minutes Upgrade during promotional period : Unlimited to all Epic mobile and telephony numbers + 100 minutes to other numbers while in Malta/EU/UK & 100 SMS	100 minutes and 100 SMS	Free calls to Melita fixed and mobile numbers in Malta, 100 minutes towards all other local networks in Malta/EU/UK, 100 SMS to all local networks in Malta and EU/UK
Rollover of unused data allowance	Yes	Yes	No

Mobile pre-paid plans – higher-tier residential plans

Pre-paid plans	Epic		GO			Melita	
	Value Pack	Data Pack	SMART M	SMART UNLIMITED	SMART UNLIMITED PLUS	Pass M	Pass L
Status update since June 2024	Promotional period extended until 23/10/2024 Offer eligible only to new customers		Unchanged	Unchanged	Unchanged	Unchanged	Unchanged
Month-on-month	€9.99/month	€5.99/month	€11.99/month	€15.99/month	€18.99/month Free for the first 4 weeks when switching from another operator	€10.00/month First 6 months for new customers - €5/month	€15.00/month First 6 months for new customers - €7.50/month
Validity	28 days		28 days			28 days	
Data							
Local data allowance	8-GB Upgrade during promotional period: 10 GB	4 GB	15 GB 20 GB with Home Pack or Auto Top-Up	Unlimited	Unlimited	10 GB 20 GB with Auto Top-Up	20 GB 40 GB with Auto Top-Up
EU/UK data allowance				17 GB	17 GB		
Download speed	270 Mbps		Up to 1,024 Mbps			Up to 200 Mbps	
Voice and SMS							
Calls minutes	Free calls to all Epic numbers while in Malta + 200 minutes to other local, EU/UK networks	N/A	250 minutes	N/A	60 minutes	Free calls to Melita numbers + 200 minutes to other local/EU/UK networks	Free calls to Melita numbers + 200 minutes to other local/EU/UK networks
SMS	200 SMS	N/A	250 SMS	N/A	60 SMS	200 SMS	200 SMS

Mobile plans for minors

Junior Plans	GO
	Junior Play Mobile Plan
Status since June 2024	Update in call allowances
Monthly access fee	€10.99/month
Age eligibility	6 to 15 year-olds
	Data
Local data allowance	10 GB
EU/UK data allowance	12 GB with Home Pack
Download speed	Up to 1,024 Mbps
	Voice and SMS
Calls to Malta / EU / UK	200 Min to other EU Zone 1 numbers in Malta and to all Local & EU Zone 1 numbers while roaming in EU Zone 1 Unlimited minutes to GO fixed and mobile numbers + 250 minutes to other EU Zone 1 numbers in Malta and to all Local & EU Zone 1 numbers while roaming in EU Zone 1
SMSs to Malta/ EU/ UK	Unlimited SMS to any Local and EU Zone 1 numbers in Malta and to all Local and EU zone 1 numbers while roaming in EU Zone 1
Rollover of unused data allowance	No

Back-to-school Offer

GO promotion applicable for the months of September and October, with back-to-school deals for new clients and/or existing customers migrating to GO Junior Tariff Plans. Offers availability subject to a 24-month contract.

Operator	Plan	Offer Period	Discount
GO	Junior Play Mobile Offer	Between 5 th September and 13 th October 2024	The discount is applied as a one-time credit on account up to €29.97
	Freedom Play Tariff Offer	Between 12 th September and 13 th October 2024	The discount is applied as a one-time credit on account up to €59.97

Galaxy A35 with Easy Buy – pay in monthly instalments of €10.98 for a period of 36 months at 0% interest.

Customers meeting the criteria of the 'Freedom Play' tariff offer and who purchase a MacBook Air on the same day will also receive a one-time credit of €50.

Over 60's Plans

Over 60's Plans	Epic	GO
	Over 60s Mobile Plan	Kartanzjan Pay Monthly Plan
Status since June 2024	Updated as of 1 st September on monthly data allowance	Unchanged
Monthly access fee	€16.99/month	€20.99/month €18.99/month with Home Pack
Eligibility	Over 60s	Over 60s
Data		
Local data allowance	8 GB	5 GB
EU/UK data allowance	12 GB	
Download speed	Up to 1,500 Mbps	Up to 1,024 Mbps
Voice and SMS		
Calls to Malta / EU / UK	Unlimited to all local fixed & mobile when in Malta and all local, EU & UK whilst in EU & UK	Unlimited calls to local, EU and UK
SMSs to Malta/ EU/ UK	Unlimited to all local mobile numbers when in Malta and all local, EU & UK whilst in EU & UK	Unlimited SMS to local, EU and UK
Rollover of unused data allowance	No	No
Optional add-ons		
	100 Minutes to Maltese numbers + 100 SMS to anywhere + 100 MB + Unlimited incoming calls @ €5.99 daily in selected countries.	N/A

Residential mobile telephony

- As from July 2024:
 - Melita has discontinued the *'Surfer Plan'* and existing subscribers were migrated to the *'Surfer Plus'* and *'Racer'* plans.
 - Epic increased the out-of-bundle data charge (i.e. the rate applicable for each MB consumed) of some mobile top-up plans and packs from €0.01c/MB to €0.02c/MB (charged per 10 MB). Impacted subscribers were notified accordingly.
- On the 12th of September, GO updated the *'Pay As You GO PLAY'* terms and conditions to include unlimited calls and SMS to any 5 numbers, and 500MB of mobile data upon a top-up of €10 or more. These benefits are also applicable while roaming in Zone 1. These offers were already being provided but were not being specified in the terms and conditions.
- GO included Switzerland in the list of Zone 1 countries.

Residential mobile telephony

- From 1st September, Epic will be increasing the local and roaming data allowance in EU /UK for their 'Starter Over 60' mobile plan from 8 GB to 12 GB at no extra cost. Additionally, Epic made a number of changes in how consumers pay for their mobile plans:
 - Direct debit discounts for post paid mobile plans shall be applicable per account instead of per line.
 - Payment via internet banking, bank transfer, cheque or postal order are no longer available.
 - Payments via Epic website and mobile app are added as an optional mode of payment.
 - Epic amended its method of issuing invoices and invoicing period and the impacted customers shall be charged in advance instead of in arrears.
- The maximum speeds associated with the various advertised plans may deviate from the quoted values depending on a number of factors. These include the operators' networks, the number of users, the geographical locations and the radio quality.
- The early termination fees for mobile post-paid plans have not changed throughout the reporting period:

Mobile Post-paid plans	Epic	GO	Melita
Status since June 2024	Unchanged	Unchanged	Unchanged
Early termination fee for 24-month agreements	30% of the monthly access fee * remaining months in the agreement	<u>First year of agreement:</u> €200 or the remaining tariff, whichever is the lowest for disconnections, terminations or migrations. <u>Second year of agreement:</u> €100 or the remaining tariff, whichever is the lowest for disconnections, terminations or migrations	€150 or the total remaining monthly tariff fees, whichever is the lowest

Business mobile plans – higher-tier plans (inc. VAT)

Business Mobile Plans	Epic		GO	Melita	
	Business Pro	Business Premium	Business Infinity Unlimited	Business 5G Super	Business 5G Max
Status since June 2024	Update in access fee		Unchanged	Unchanged	Unchanged
24-month contract	€48.96/month First 8 months when switching to Epic : €25.36	€72.56/month First 8 months when switching to Epic : €31.49/month	€17.70/month	€29.99/month	€34.99/month
Month-on-month	N/A	N/A	€29.50/month	N/A	N/A
Data					
Local data allowance	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
EU/UK data allowance	65 GB	100 GB	50 GB	47 GB	54 GB
International data	-	3 GB to selected countries	50% discount on non-EU roaming	N/A	1 GB in Zone 6 and Zone 7
Download speed	Up to 1,500 Mbps		Up to 1,024 Mbps	Up to 200 Mbps	5G
Voice and SMS					
Calls minutes and SMS to Malta / EU / UK	Unlimited	Unlimited	Calls to local: €0.21 / min Calls to EU Zone 1: €0.19 / min SMS - local / EU zone 1: €0.06 per minute	Unlimited	Unlimited
Calls minutes and SMS to worldwide	200 minutes	200 minutes	N/A	Unlimited calls and SMSs to Zone 1	200 international call minutes and 200 international SMS to all other zones from Malta
Optional add-ons					
	Epic Mobile Security @ €1.17/month Free for the first 3 months	Epic Mobile Security included for free	Unlimited calls and SMS - all local / EU / UK + 200 minutes + 200 SMS from Malta to worldwide number @ €17.70/month 500 MB data allowance to non-EU countries If usage is excessive, customer would be informed to moderate usage @ €5.90/month	N/A	

Business mobile telephony

- On the 1st of September 2024, Epic made the following changes to its mobile business plans:
 - Direct debit discount increased from €1.50 to €2.00 on the following mobile tariffs; (1) 'Business Essentials', (2) 'Business Pro', (3) 'Business Premium' and (4) 'Business Core'.
 - Direct debit discount shall be applicable per account instead of per line;
 - Payment via internet banking, bank transfer, by sending a cheque or via a postal order will no longer be available;
 - Payment via Epic website and mobile application will be added as an option;
 - Epic will be amending its method of issuing invoices and invoicing period, which means impacted customers will be charged in advance instead of in arrears
- The early termination fees for business mobile post-paid plans have not changed throughout the reporting period:

Business Mobile Plans	Epic	GO	Melita
Status since June 2024	Unchanged	Unchanged	Unchanged
Early termination fee for 24-month agreements	30% of the monthly access fee * remaining months in the agreement	<u>First year of agreement:</u> €300 or the remaining tariff, whichever is the lowest for disconnections, terminations or migrations. <u>Second year of agreement:</u> €150 or the remaining tariff, whichever is the lowest for disconnections, terminations or migrations	€150 or the remaining tariff, whichever is the lowest

Fixed internet – residential entry level plans

Home internet entry-level plans	Epic 100 Mbps		GO 100 Mbps		Melita 100 Mbps	
Status since June 2024	Update in monthly access fees		Unchanged		1000 Mbps: Update in monthly access fee	
24-month contract	€26.99/month Free for the first 6 months €13.49/month for the first 12 months		€ 25.99/month		€19.99/month	
Month-on-month	N/A		€30.99/month		€24.99/month	
Data						
Download speed	100 Mbps		75 - 100 Mbps		100 Mbps	
Upload speed	15 Mbps		15 Mbps		10 Mbps	
Installation fee	One time €24.99 charge		One time €75 charge for a monthly contract		One time €25 charge for a 24-month contract, €75 for a monthly contract	
Other benefits						
Other	Fixed Telephony: Free calls to all local landline and Epic mobile numbers		Pay TV: Optional free TV Stream when opting for a 24-month agreement		Optional Add-on: Umbrella service @ €1.00 Static IP @ €5.00 Eero Wi-Fi extender @ €1.99	
Home internet- higher-tier plans	500 Mbps	€31.99/month Free for the first 6 months First 12 months - €15.99/month	500 Mbps	24-month contract: €30.99/month	1000 Mbps	€35.99-€36.99/month Free for the first 6 months, Free from contract - €40.99 €41.99/month
	1000 Mbps	€41.99/month Free for the first 6 months First 12 months - €20.99/month		Free from contract: €35.99/month + €75 activation fee		
	2000 Mbps	€26.99/month Free for the first 6 months First 12 months - €13.49/month	1000 Mbps	24-month contract: €40.99/month Free for the first 6 months Free from contract: €45.99/month + €75 activation fee		

Residential portable fixed internet – entry level plans

Portable fixed internet plans	Epic	GO	Melita
	Plug & Play	Plug'n'GO	MyHotspot
Status since June 2024	Update in monthly access fee and applicable discount	Unchanged	Unchanged
24-month contract	€26.99/month Free for the first 6 months €13.49/month for the first 12 months	€25.99/month	€25.50/month
Month-on-month	€31.99/month	€30.99/month	€30.50/month
Wireless router	IP dynamic Internet device included for free	IP dynamic Internet device included for free	Alcatel Linkzone MW70 and Alcatel LinkHub Home Station Desktop router included for free
Capacity	400 GB	400 GB	400 GB in Malta/EU/UK
Download speed	50 Mbps	50 Mbps	50 Mbps
Rollover of unused data	No	No	No
Out of bundle charges	€10/100 GB	Once data limit is used, service will be temporarily suspended until the end of the month	€1/GB

Business portable fixed internet (inc. VAT)

Portable fixed internet plans	Epic		GO	
	Office Internet	Super Office Internet	Plug'n'GO – 400 GB	Plug'n'GO – 800 GB 1000 GB Bundle
Availability	Available everywhere	Available only in Sliema and Saint Julians	Available everywhere	Available everywhere
Status since June 2024	First six-month discount no longer available	Updated monthly access fee; First six-month discount no longer available	Update in monthly access fees and download speed	Terms and conditions updated in September 2024
24-month contract	€27.13/month First 6 months: Free	€37.75 €31.99/month First 6 months: Free	€26.00 €24.99/month	€ 35.99/month
Month-on-month	N/A	N/A	€29.00 €29.99 + € 75 one-time activation fee	€ 30.99 + € 75 one-time activation fee
Capacity	500 GB	800 GB	400 GB	800 1000 Mbps
Download speed	50 Mbps	80 Mbps	35 50 Mbps	35 50 Mbps
Rollover of unused data	No		No	
Out of bundle charges	€10 for each additional 100GB		Once this data bundle is used the Service will be suspended until the end of the month	

GO's 1000 GB Business Plan was being advertised with an attainable download speed of 35 Mbps and a download limit of 800 GB, which differed from the plan details provided on the operator's website. To address this inconsistency, the relevant Terms and Conditions have been updated.



Business Plans

Note: For all operators, other charges/discounts may apply to the quoted monthly access fees, such as in case of units of consumption outside monthly allowance, subscriptions in a bundle, printed bills, direct debit payments, late payment and early termination etc.

Fixed internet – residential plans

- Residential plans

- Fixed internet

- Epic introduced a number of changes applicable as from 1st July 2024:

- Epic *Plug&Play* subscribers who pay via a direct debit will continue to benefit from this discount, however the discount will be applied per account, rather than per individual line subscription.
 - Epic stopped providing fixed telephony services to end-users subscribed with *Plug&Play* plans.
 - Epic will start charging the monthly access fees of the *Plug&Play* plans in advance instead of in arrears

- Portable fixed internet

- GO terminated the 'On The Move 1GB' tariff for €9.99 every month and migrated existing subscribers to 'On The Move 10GB' tariff for the same monthly access fee.

- The early termination fees for residential portable internet have not changed throughout the reporting period:

Portable Internet	Epic	GO
Status since June 2024	Unchanged	Unchanged
Early termination fee for 24-month agreements	30% of the monthly access fee * remaining months in the agreement + €200 for any damaged equipment, if applicable	First year of agreement: €150 Second year of agreement: €75 or the remaining tariff, whichever is the lowest

Fixed internet – business plans

- As of 5th August, Epic has **decommissioned its fixed telephony services from its non-tailor made fixed mobile service business plans**. As a result, following notification, some subscribers have been migrated to an alternative Epic business plans, as follows:

From:	To:
Epic Business Fixed Internet and Telephone Service, Epic Business Fixed Internet only Services	Epic Office Internet
Epic Business Office super Internet only services	Epic Super Office Internet

- The early termination fees for business portable fixed internet have not changed throughout the reporting period:

Portable Internet	Epic	GO
Status since June 2024	Unchanged	Unchanged
Early termination fee for 24-month agreements	30% of the monthly access fee * remaining months in the agreement + €200 for any damaged equipment, if applicable	<u>First year of agreement:</u> €150 <u>Second year of agreement:</u> €75 or the remaining tariff, whichever is the lowest

Residential Bundles

- As from 1st September 2024, Melita implemented a number of changes to their triple-play and dual-play plans, where some internet customers were upgraded to higher-tier plans, as follows:

Bundle plan	From	Upgraded to	Price increase
Flexi bundle	500Mbps x 20Mbps	750Mbps x 50Mbps	Increase of €1.50, €2.50 or €3.50 per month, depending on the customers' current plan
	500Mbps x 50Mbps	750Mbps x 50Mbps	
	300Mbps x 30Mbps	750Mbps x 50Mbps	
Dual-play bundles	300Mbps x 30Mbps	500Mbps x 50Mbps	Increase of €2.50 or €3.50 per month, depending on the customers' current plan
	150Mbps x 15Mbps	500Mbps x 50Mbps	

Residential Bundles

- From July 17th to December 31st, new Epic subscribers who enter a 24-month agreement and choose direct debit as their payment method can benefit from the following discounted rates on home internet and mobile plans:

Residential internet	Mobile plans	Fixed telephony	Pay TV
50% off the first 12 months	€5 off every additional plan	Included	Optional
100 Mbps	Epic Basic	Unlimited	Epic TV
500 Mbps	Epic Standard		
1000 Mbps	Epic Extra		
2000 Mbps	Epic Premium		

Business Triple-Play Bundles – high-tier plans (inc. VAT)

Pre-paid plans	GO				Melita		
	Value	Medium	Large	Large Plus	500 x 20 Mbps	1000 x 50 Mbps	1000 x 100 Mbps
Status since June 2024	Launched in September 2024	Unchanged	Unchanged	Unchanged	Unchanged	Update in monthly access fee	Unchanged
24-month contract	€47.20/month Free for the first 3 months	€59.00/month	€147.50/month	€706.82/month	€53.09/month	€64.88/month €82.59/month	€147.49/month
Fixed broadband							
Download speed	300 Mbps	500 Mbps	1 Gbps	1 Gbps	500 Mbps	1000 Mbps	1000 Mbps
Upload speed	30 Mbps	50 Mbps	100 Mbps	500 Mbps	20 Mbps	50 Mbps	100 Mbps
Fixed telephony							
Local fixed line calls	Unlimited				Unlimited to all local and mobile numbers		
Out of bundle charges	€0.19 per minute (30 second increments)				Calls to abroad starting from €0.10/minute		
Pay-TV							
Streams	1 Gold TV + 1 GO Sports stream				TV NexTV App Starter included	TV NexTV App XL HD + TSN Sports included	TV NexTV App XL HD + TSN Sports included
Optional Pay-TV add-ons	OTT Silver Stream @ €11.80/month Additional Gold TV stream @ €17.70/month Additional Sports Stream @ €2.36/month GO Stars Stream @ €2.36/stream/month				Static IP @ €2.36		
Optional add-ons							
	Local mobile calls @ €10.03/month	Local mobile add-on @ €10.62 €10.03 /month			N/A		

Additional changes

- As of 1st July 2024, GO made the following changes to their plans:
 - Duo Pack (Fixed & TV) - **increased the monthly access fee from €20 to €22.99 monthly.** Impacted subscribers will benefit from **unlimited calls to all local fixed and mobile numbers.**
 - Just Talk Plan – **increased the monthly access fee from €13.00 to €15.99.** Impacted customers will benefit from **unlimited calls to all local fixed and mobile numbers**
 - Residential Triple Play Bundle – **increased the price of the Unlimited Local Calls Add-on from €3.99/month to €5.99/month.**
- Melita included new information in their general terms and conditions regarding service quality details and options on how to file a complaint and steps if they fall short.
- Melita launched a new business fixed telephony solution integrated with Microsoft Teams, as follow;

Plan	Cloud PBX	SIP Trunk	Microsoft Teams
Monthly access fee (incl. VAT)	From €116.82/month	From €47.20/month	From €77.88/month
Local Fixed Rates	Unlimited to all Melita numbers Bundles for calls to all local numbers	Unlimited to all Melita numbers Bundles for calls to all local numbers	Unlimited to all Melita numbers Bundles for calls to all local numbers
Other features	Starting from 2 simultaneous voice calls and 10 extensions, IVR, Call recording and other features available	Starting from 4 simultaneous voice call, Readily integrated with leading PBX brands	Starting from 5 simultaneous voice calls, Fully managed Microsoft compliant SBC

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