

Changes in line-up and price developments for telecom services – April to June 2024

February 2025

MCA publication reference: MCA/R/25-5548



MALTA COMMUNICATIONS AUTHORITY

Purpose

Outline main developments in product line-up and prices for electronic communications in Malta from April to June 2024:

- Mobile telephony – Discontinuation of existing plans / introduction of new plans / data allowance increase;
- Fixed broadband – Introduction of student voucher offers / increases in data caps and/or data speeds;
– Migration of some business subscribers (launch of new plans / discontinuation of others).
- Bundles – Introduction of a new business plan.

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 June 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 period are indicated in blue text under the status heading in the tables.

Mobile post-paid plans – entry-level residential plans

Post-paid plans – entry-level	Epic Basic	GO Unlimited Local Data	Melita Endless Value
Status since March 2024	Unchanged	Unchanged	Updated as of 1 st May 2024
24-month contract	€24.99/month With FibreMax Pack - €19.99/month	€20.99/month First 6 months : €10.99/month With Home Pack - First 6 months : €5.99/month, thereafter with Home Pack: €15.99/month	€24.99/month First 6 months - €14.99 €15.99/month
Month-on-month (no contract)	€29.99/month	€25.99/month minimum term of 3 months	€34.99 €29.99/month First 6 months : €24.99 €20.99/month
Data allowance			
Local data allowance	Unlimited	Unlimited	Unlimited
EU/UK data allowance	35 GB	50 GB	30 GB Free from contract: 42 GB
International data allowance	N/A	N/A	USA Roam Like at Home offer extended to December 31 st
Download speed	60 Mbps	Up to 1,024 Mbps	Up to 20 Mbps
Call and SMS allowance			
Malta / EU / UK	Unlimited	N/A	Unlimited
Optional add-ons			
Calls and SMSs	100 minutes to any local number + 100 SMS to anyone + 200 MB + 100 incoming minutes @ €6.99 daily in selected countries outside EU/UK.	Unlimited calls and SMS to all local and Zone 1 numbers @ €11.00 60 minutes and 60 SMSs from Malta to all worldwide numbers @ €5.00	New and existing committed 'endless' customers benefit from a handset, paying in monthly instalments over 24 months.
Rollover of remaining balance	No	No	No

Mobile post-paid plans – higher-tier residential plans

Post-paid plans	Epic			GO	Melita	
	Standard	Extra	Premium	Unlimited Local Data, minutes and SMS	Endless Xcelerate	Endless Xplore
Status since March 2024	Updated as of 1 st May 2024	Unchanged	Unchanged	Unchanged	Launched on 1 st May 2024	Launched on 1 st May 2024
24-month contract	€31.99 €34.99/month With FibreMax Pack: €29.99/month	€41.99/month With FibreMax Pack: €36.99/month	€71.99/month With FibreMax Pack: €66.99/month	€31.99/month First 6 months: €21.99/month With Home Pack – First six months €16.99/month, €26.99/month thereafter	€29.99/month First 6 months: €19.99/month	€34.99/month/month First 6 months: €24.99/month
Month-on-month	€36.99 €39.99/month	€51.99/month	€91.99/month	€36.99/month, with a minimum term of 3 months	€34.99/month First 6 months: €24.99/month	€39.99/month First 6 months: €29.99/month
Data allowance						
Local data allowance	Unlimited			Unlimited	Unlimited	Unlimited
EU/UK data allowance	41 GB 50 GB	57 GB	101 GB	50 GB	Committed: 45 GB Free from contract: 57 GB	Committed: 60 GB Free from contract: 72 GB
International data allowance	1 GB		3 GB	N/A	USA Roam Like at Home offer until December 31 st	5 GB to Zone 6 and Zone 7. USA Roam like at Home offer until December 31 st
Download speed	Up to 1,500 Mbps			Up to 1,024 Mbps	Up to 1,024 Mbps	
Call & SMS allowance						
Malta / EU / UK	Unlimited			Unlimited	Unlimited	Unlimited
Other worldwide	Nil	200 calls	300 calls	Unlimited when in Zone 1	Unlimited to selected countries	Unlimited to selected countries
Other benefits	The customer can add a device to benefit from the Device Monthly Payment Scheme Tier 0 to Tier 3	The customer can add a device to benefit from the Device Monthly Payment Scheme Tier 0 to Tier 5	Customers can get a subsidy on a handset of their choice with this plan for a monthly fee of €91.99.	N/A	New and existing committed 'endless' customers benefit from a handset, paying in monthly instalments over 24 months.	

Mobile pre-paid plans – entry-level residential plans

Pre-paid plans – Entry-level	Epic Talk Pack	GO SMART S	Melita Pass S
Status since March 2024	Epic Special Limited offer until 28/07/2024 Offer eligible only to new customers		Updated as of April 2024
Monthly Access fee	€4.99 €3.99/month	€4.99 €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	250 MB 1 GB standard With Home Pack: 1.5 GB	500 MB With Auto Top-up: 1 GB
EU/UK Data Allowance			
Download speed	270 Mbps	Up to 1,024 Mbps	Up to 20 Mbps
Voice and SMS			
Calls & SMSs to Malta / EU / UK	100 minutes to all local and zone 1 numbers	100 minutes and 100 SMS to all local and zone 1 numbers	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 since March 2024	Updated as of 1 st May 2024	Unchanged	Updated as of April 2024	Unchanged	Unchanged	Unchanged	Unchanged
Month-on-month	€9.99/month	€5.99/month	€9.99 €11.99/month	€15.99/month	€18.99/month Free for the first 4 weeks when switching from another operator	€10.00/month	€15.00/month
Validity	28 days		28 days			28 days	
Data							
Local data allowance	8 GB 10 GB	4 GB	8 GB 15 GB standard With Home Pack 20 GB	Unlimited	Unlimited	10 GB With Auto Top-up: 20 GB	20 GB With Auto Top-up: 40 GB
EU/UK data allowance	N/A		N/A	17 GB	17 GB		
Download speed	270 Mbps		Up to 1,024 Mbps			Up to 200 Mbps	
Voice and SMS							
Calls minutes	Unlimited to all Epic numbers whilst in Malta + 200 minutes to other numbers whilst Malta to all numbers whilst in EU/UK	N/A	200 minutes 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 allowance	200 SMS to all local numbers	N/A	200 SMS 250 SMS	N/A	60 SMS	200 SMS	200 SMS

Mobile telephony

- **Other changes to residential mobile plans**

- Mobile pre-paid plans - GO **terminated the 'SMART XL' plan** in June 2024. Affected customers received a 30-day notice.
- GO implemented changes to its mobile hybrid 'Smart Plus':

From	To
Smart Plus @ €16.00	Smart Plus @ €18.99
Data: 10 GB With Home Pack: 12 GB	Data: 50 GB With Home Pack: 60 GB
Unlimited + 200 minutes to EU Zone 1 and UK numbers	Unlimited + 250 minutes to EU Zone 1 and UK numbers
-	Compatible with Easy Buy, up to instalments of €14.99/month

- Melita reduced the gap in the additional monthly access fee applicable for month-on-month (or no definite term contract) subscriptions, compared to that applicable for subscriptions to plans on a 2-year contract, from €10 to €5 monthly.
- GO, Melita and Epic apply a discount on monthly access fees of €1, €0.50 and €2 respectively when client opts for payment via a direct debit mandate (DDM).

Mobile telephony

- **Other changes to business mobile plans**

- On the 13th of May, Epic discontinued a number of business mobile plans, thus migrating existing subscribers on these plans to other plans, as follows:

Migration of plans from:	To:
<i>Business Contact, CUG Enterprise Mobile and CUG2-ESS SMPHONE20</i>	<i>Epic Business Essential</i>
<i>Business Calls, Business Data, Epic Business Lite, Epic Business Plus, and Epic Business Value</i>	<i>Epic Business Pro</i>
<i>Business Ultimate, Business Prime and Business Extreme</i>	<i>Epic Business Premium</i>

- Epic subscribers who activate or renew their *Basic Youth Plan* bundle between the 27th of May and the 23rd of October 2024 will benefit from the following: **an additional 15GB of data if not on easy top-up, and an additional 10GB of data if on easy top-up, such that in both cases, the new data allowance adds up to 20 GB.**
- 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.

Portable fixed internet – residential plans

Portable fixed internet plans	Epic		GO		Melita	
	Plug and Play	Plug and Play Super	Plug'n'GO – 400 GB	Plug'n'GO – 800 GB	MyHotspot	Total Connect
Availability	Available everywhere	Available only in St. Julians and Sliema	Available everywhere	Available everywhere	Available everywhere	Available everywhere
Status since March 2024	Updated in May 2024		Unchanged	Unchanged	Unchanged	Unchanged
24-month contract	€26.99/month First 6 months: Free	€36.99/month First 6 months: Free	€25.99/month	€30.99/month	12-month contract @ €25.50/month	N/A
Monthly Fee	€31.99/month	€36.99/month	€30.99/month	€35.99/month	€30.50/month	€10.50/month First 3 months: Free
Data allowance	400 Gbps	600 Gbps 800 Gbps	400 GB	800 GB	400 GB	10 GB
Download speed	35 Mbps 50 Mbps	80 Mbps	50 Mbps	50 Mbps	50 Mbps	10 Mbps
Rollover of unused data	No	No	No	No	No	No
Out of bundle charges	€10/100 GB	€10/100 GB	Once data limit is used, service will be temporarily suspended until the end of the month		€1/GB	€0.01/MB

Portable fixed internet - business plans

Portable fixed internet business plans	Epic		GO	
	Epic Office Internet	Epic Super Office Internet	Plug'n'GO – 400 GB	Plug'n'GO – 800 GB
Availability	Available everywhere	Available only in St. Julians and Sliema	Available everywhere	Available everywhere
Status since March 2024	Updated as of June 2024	Updated as of June 2024	Unchanged	Unchanged
24-month contract	€21.49 €22.99 /month First 6 months: Free	€27.11 €31.99 /month First 6 months: Free	€26.00/month	€31.00/month
Monthly Fee	N/A	N/A	€31.00/month	€36.00/month
Activation fee (Applicable when free from contract)	N/A	N/A	€75 one-time activation fee	€75 one-time activation fee
Data allowance	400 GB 500 GB	600 GB 800 GB	400 GB	800 GB
Download speed	35 Gbps 50 Mbps	80 Mbps	Up to 35 Mbps	Up to 50 Mbps
Upload Speed	15 Mbps	20 Mbps	Up to 15 Mbps	Up to 15 Mbps

Portable fixed internet

- **Residential Plans**

- Epic previously offered two '*Plug and Play*' plans: (1) *Internet Standalone* and (2) *Internet + Fixed Telephony*. This has now been updated, such that only one service is now being advertised. With the launch of Epic's new '*Plug and Play*' plan, **which excludes fixed telephony services**, other changes have also been implemented:
 - Epic will start charging the monthly access fees in advance instead of in arrears;
 - Subscribers who pay via direct debit will continue to benefit from the discount, yet this will be applicable per account rather than per individual line subscription;
 - The termination fee whilst in contract has **decreased from 50% x remaining months to 30% x remaining months**.

- **Business Plans**

- In terms of portable fixed internet, besides the *Plug'n'GO* business plans, GO also offers *Business On The Move* monthly plans, pertaining data allowances of 10 GB (€9.99/month), 30 GB (€14.99/month) and 200 GB (plus 30 GB EU roaming mobile data @ €25.00/month).

Student Vouchers

All operators are offering a student voucher plan. This promotional offer provides students with free internet for 12 months, provided they present the government-issued student voucher. This voucher is worth €300 and can be redeemed against the following plans:

Operator	Bundled Plans	Internet Plans	Mobile Plans
Epic	N/A	Fibre Plan 100	Basic Plan
		Fibre Plan 500	Standard 5G Plan
		Fibre Plan 1000	Extra 5G Plan
		Fibre Plan 2000	Premium 5G Plan
GO	Home Pack Internet Turbo (100/15 Mbps)	Plug N GO 400 GB	N/A
	Home Pack Internet Giga (1000/60 Mbps)		
Melita	Flexi bundle (1000/60 Mbps)	Plug n Learn Internet (50/10 Mbps)	N/A

GO: Monthly access fees are waived for the first 12 months, subject to a 24-month commitment.

Melita: Flexi Bundle plan: €0.99 for first 6 months €15.99 for second 6 months, €40.99 for final 12 months.

Dual-Play Bundles - Business

Note: All prices are inclusive of VAT and exclusive of other discounts or taxes.

Epic – Business Fibre Internet – 500 Mbps

Quoted prices for 24-month contract

Internet + Fixed telephony line	Inc. unlimited local fixed calls
Medium plan 500Mbps x 50Mbps @ €60.76/month	Unlimited to all local numbers

Other plans available:

2000 Mbps x 200 Mbps @ €37.16/month
8000 Mbps x 1000 Mbps @ €236.59/month

GO – Business Infinity Pack - Small

Quoted prices for 24-month contract

Internet + Fixed telephony line	Inc. unlimited local fixed calls
Medium plan 100Mbps x 15Mbps @ €41.30/month	PPU rates to mobile outside bundle: €0.19/minute (30 seconds increments) Add-on: local mobile calls @ €10

A €10 discount is applicable if GO establishes that the download speed attainability at the installation address is less than 45Mbps.

Melita – Business Flexi Bundles – Duo M

Quoted prices for 24-month contract

Internet + Fixed telephony line	Inc. unlimited local fixed calls
Medium plan 250Mbps x 15Mbps @ €41.29/month	Unlimited calls to any fixed or mobile numbers in Malta

Other

- With regards to Pay-TV services, as of 1st of April 2024
 - BBC Entertainment was replaced with BBC First on GO's TV channel line up.
 - Melita **increased the monthly access fee for sports-add on by €2.00**, rising from €5.99 to €7.99.
- As from 1st of April 2024, Melita implemented the following changes:
 - Business customers who previously received the Static IP add-on at no cost **will now incur a €2.00 charge for this service.**
 - Business customers subscribed to 60 Mbps and 250 Mbps without Static IP – **the price will increase by €3.00** and **the internet speed will increase to 500 x 20 Mbps**
 - Business customers subscribed to 60 Mbps and 250 Mbps with Static IP – **the price will increase by €5.00** and **the internet speed will increase to 500 x 20 Mbps**
 - Business customers subscribed to 1000 x 50 Mbps without Static IP – **the price will increase by €3.00**
 - Business customers subscribed to 1000 x 50 Mbps with Static IP – **the price will increase by €5.00.**
- GO, Melita, Epic and Vanilla Telecoms have included new clauses in their Terms and Conditions in order to adhere with the MCA's recent Decision Notice titled '*Preventative measures to mitigate CLI spoofing and vishing scams*'.

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