

# Changes in product line-up and price developments – January to March 2023

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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 January to March 2023:

- Mobile telephony – Changes in data speeds and call rates;
- Fixed broadband – New features to existing internet services;
- Pay-TV – Launch of TV services by Epic;
- Bundles – Changes in access fees and promotions of existing plans;
- Business plans – New TV plans and changes in internet and mobile plans.

*Comparative tables with selected plans for the different operators are provided. All rates are quoted including VAT unless stated otherwise. Quoted fees and plans are up to March 2023. Further changes will be covered in forthcoming publications.*

Please note that in this presentation, **positive changes for the end-user are indicated by green text**, while **negative changes are denoted by red text**.

# Mobile telephony

This segment witnessed a few changes as per below:

- GO increased access fees for its post-paid business *Infinity* plans.
- Epic upgraded mobile data speeds (refer to slide 7) from 4G or 4.5G to 5G, at no additional cost.
- Epic raised the call rate for prepaid customers within Malta and while roaming in the EU/UK, from 25c/min to 29c/min.



# Mobile post-paid plans

No major changes were noted in this subset.

Operator	Epic				GO		Melita
Plan	Basic	Standard	Extra	Premium	Freedom – 5GB	Freedom - Unlimited	Endless Full Jetset
24-month contract	€21.99	€31.99	€41.99	€71.99	€13.99	First 6 months: €10.99 Thereafter: €20.99	€31.49
Month-on-month	€26.99	€36.99	€51.99	€91.99	€15.99	First 6 months: €15.99 Thereafter: €25.99	€41.49
<b>Data</b>							
Local data allowance	Unlimited				5 GB	Unlimited	Unlimited
Download speed	20 Mbps	Up to 1500 Mbps on 5G			4.5G		Up to 20Mbps on 5G
<b>Voice and SMS – optional add-ons</b>							
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)

# Mobile pre-paid plans

There were no significant developments within this category.

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	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

# Mobile business plans – post-paid

One major change implemented by GO for its product line-up, taking the form of lower access fees.

Business plans	Epic - Business			GO - Infinity		Melita - Business		
	Essential	Pro	Premium	5GB	Unlimited	5G	5G Super	5G Max
<b>Monthly access fee</b>								
No contract	-			€17.70	€29.50	€33.03	€35.39	€41.29
2-year contract	€37.16	€48.95	€72.56	€5.90	€11.80	-		
<b>Data, voice &amp; SMS allowances</b>								
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)	10 GB	50 GB	100 GB	50GB		38 GB	40 GB	45 GB
Launch date	November 2020			April 2021		May 2021		

**Notes:**

- The previous rates for GO's Infinity plan were €11.80 for the 5GB plan and €23.60 for the Unlimited plan.
- Quoted rates include VAT and exclude DDM discount.

# Mobile telephony

## Other changes

- Epic upgraded the mobile data speeds for the following plans, at no extra charge. Upgrade was initiated at the end of March.

Mobile plan	Type	Previous speed	New speed
Epic Starter	Post paid	4.5G	5G
Epic Starter Over 60	Post paid	4.5G	5G
Liberty Elite Bus local	Post paid	4G	5G
Liberty pay monthly	Post paid	4G	5G
Liberty power bus	Post paid	4G	5G



# Bundles

Some of the changes observed during the quarter are outlined below:

- Epic launched TV in February 2023, which is now available in bundle offers that include internet.
- Melita updated its 500Mbps/20Mbps fixed internet and telephony plan (see slide 10).
- GO made adjustments to the access fees for two of its pre-mixed home packs (see slide 11).





# Dual-play for households – entry-level

GO now offering of a free TV stream for 6 months with Turbo and Super on a 24-month contract term agreement.

Dual-play plans	Epic	GO	Melita
Plan	Fibre 2000	Home Pack – ‘Turbo’	Internet Fibre Power 150Mbps
<b>Monthly access fee (incl. VAT &amp; excl. DDM)</b>			
Month-on-month	N.A.	€31 + €75 one-time installation fee	€35.50
24-month contract	€26.99	€26	€25.50
<b>Fixed broadband</b>			
Download speed	2000 Mbps	75Mbps - 100Mbps	150 Mbps
Upload speed	100 Mbps	15Mbps	15 Mbps
<b>Fixed telephony</b>			
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	Unlimited calls to local number for the first 3 months (new customers only)	20 GB Melita Wi-Fi

# Triple-play for households – entry-level

Triple play bundles encompass television, broadband, and telephone services.

Epic introduced its tripe-play package with the launch of its TV service, whereas GO added a new promotion.

Triple-play plans	Epic	GO	Melita
Plan	Fibre 2000	Home Pack – ‘Turbo’	Flexi – 500Mbps
<b>Monthly access fee (incl. VAT &amp; excl. DDM)</b>			
Month-on-month	N.A.	€31 + €75 one-time installation fee	€43.49 + €75 installation charge
24-month contract	€33.98	€26	€33.49 + €15 installation charge
<b>Fixed broadband</b>			
Download speed	2000 Mbps	75Mbps - 100Mbps	500 Mbps
Upload speed	100 Mbps	15Mbps	50 Mbps
<b>Fixed telephony</b>			
Optional add-ons	Standard rates example for UK and EU @ €0.23 for mobile calls and €0.038 for fixed calls	Fixed broadband <ul style="list-style-type: none"> <li>Smart Hub: €60 one-time</li> <li>Smart WiFi 5: €30 one-time + €3 monthly</li> <li>Smart WiFi 6: €60 one-time + €3 monthly</li> </ul>	Fixed broadband <ul style="list-style-type: none"> <li>Stellar WiFi pods @ €2.99 each</li> <li>Static IP @ €5</li> </ul>
			TV <ul style="list-style-type: none"> <li>NexTV recording: €1/month</li> </ul>
			Telephony <ul style="list-style-type: none"> <li>100 minutes @ €3/month</li> <li>500 minutes @ €10/month</li> </ul>
Additional plan features / temporary offers	First 6 months of subscription at €6.99, €33.98 thereafter for the remaining contract term	6 months free TV stream	20 GB Melita Wi-Fi

# Bundles

## Other changes

GO increased the access fees of 2 out of the 4 Freedom plans that are available as optional add-ons to the below:

- ✓ The Classic Mix, with 100Mbps internet speed, one TV stream and a TV pass alongside a landline connection.
- ✓ The Mega Mix, with 100 Mbps internet speed, a TV stream and all 3 TV passes, alongside a landline connection.

Bundle Plan	Previous access fee	New access fee
Classic Mix	<ul style="list-style-type: none"><li>• €31.99 for the first 3 months</li><li>• €35.98/ month for the rest of the 24-month contract.</li></ul>	<ul style="list-style-type: none"><li>• €31.99 for the first 3 months</li><li>• €35.98/ month for the next 3 months.</li><li>• €41.97/month for the rest of the 24-month contract.</li></ul>
Mega Mix	<ul style="list-style-type: none"><li>• €37.98/ month for the 24-month contract</li></ul>	<ul style="list-style-type: none"><li>• €37.98 for the first 6 months</li><li>• €43.97/ month for the rest of the 24-month contract.</li></ul>



# Bundles

## Other changes:

Melita's 500Mbps triple-play Flexi bundle with internet, telephony, and pay-TV had the following developments:

- ✓ Upload speed increased from 20Mbps to 50Mbps.
- ✓ Fixed telephone service includes unlimited free calls to all local fixed and mobile numbers.
- ✓ Monthly access fee increased by €2/month.

Plan Name	Services involved		Access fee	
	Previous	New	Previous	New
Flexi 500Mbps	<ul style="list-style-type: none"><li>• Fixed broadband: 500 Mbps/ 20 Mbps</li><li>• Telephony fixed line</li></ul>	<ul style="list-style-type: none"><li>• Fixed broadband: 500 Mbps/ 50 Mbps</li><li>• Telephony fixed line</li></ul>	<ul style="list-style-type: none"><li>• 24-month contract: €33.49</li><li>• Monthly: €43.49</li></ul>	<ul style="list-style-type: none"><li>• 24-month contract: €35.49</li><li>• Monthly: €45.49</li></ul>



# Triple-play for businesses – entry-level

Triple play TV offers remain unchanged for business clients by Melita and GO

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

<b>Melita – Business Flexi</b> <i>Quoted prices for 24-month contract</i>		
<b>Internet</b> Business Internet 250 x 15Mbps plan @ €47.19	<b>TV Starter NexTV</b> Add-on: TV NexTV L HD @ €9 or TV NexTV XL HD @ €9	<b>Telephony fixed line</b> Melita Fixed & Mobile Add-on: Fixed and Mobile Unlimited @ €10

Note on upgrades of existing plans:

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

Note on existing plans:

- Other internet speeds: 500Mbps/20Mbps; 1Gbps/50Mbps; 1Gbps/100Mbps.

# Other changes

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

## Bundles

- GO dropped two of its add-ons when it comes to fixed broadband within its mix-and-match bundle plan. These add-ons were:
  - *Double upload speed* to 30 Mbps for €1.99 per month for after 3 months. This was only available to the Turbo plan.
  - *A fixed IP address* for €2.32 per month. Previously available to all three plans.

## Mobile telephony

- Epic has updated the download data mobile speeds of the Genius Plan and Epic's International Plan, elevating them from 2 Mbps to 4.5G.

## Pay-TV

- GO terminated the remaining DTTV subscriptions by the end of February 2023, at the expiry of the notification period.