

Service description

This document provides a detailed description of the services offered by 1GLOBAL Ops (Spain) S.L., con domicilio social en Calle María Tubau, 3, 1ª Planta 28050, Madrid, CIF B85923829 (hereinafter referred to as “1GLOBAL”).

Service Overview

1GLOBAL shall provide the customer with mobile connectivity, voice, SMS and Data services within the scope of the existing technical and operational capabilities.

The expected time from the download of the eSIM to the activation of the mobile phone connection is up to 24 hours. The customer can check the activation status in the **N26 app**.

To transmit communication data and use mobile services, an eSIM profile registered in 1GLOBAL's mobile network is required. Additionally, a compatible mobile device that supports GSM, UMTS, LTE or 5G standards and, if necessary, additional accessories may be needed.

If the customer is able to use services free of charge beyond the agreed scope, there is no entitlement to continued access. In the event that 1GLOBAL discontinues such services, the customer shall not be entitled to a price reduction, refund, or compensation, nor shall this constitute grounds for extraordinary termination of the contract.

2. Connectivity, Phone Numbers, and eSIM

2.1 Connection and Phone Number

1GLOBAL provides the customer with mobile connectivity services. Except in cases where the customer opts to port an existing mobile number, 1GLOBAL will also assign a new mobile number.

2.2 eSIM

1GLOBAL supplies the customer with an eSIM profile for accessing its mobile services.

The eSIM profile serves as the authentication credential for accessing 1GLOBAL's mobile network. The expected activation time for the eSIM profile is up to 24 hours after provisioning. The eSIM profile is provided exclusively for voice, SMS and data transmission within 1GLOBAL's designated mobile networks. They may only be used in mobile devices within the contractually agreed terms.

All intellectual property rights, including usage rights for any software installed on the eSIM, remain with 1GLOBAL. 1GLOBAL reserves the right to replace the content of the eSIM profile due to technical upgrades or necessary modifications.

2.3 Network Services

1GLOBAL offers the following network services:

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a) Voice Calls

Customers using a mobile device with an activated 1GLOBAL eSIM profile can make and receive calls within domestic mobile and landline networks. Calls to international numbers are not covered by this service unless specifically indicated. Calls to premium-rate numbers, non-geographic numbers, and directory assistance are excluded.

b) SMS (Short Message Service)

The SMS service allows customers to send and receive short messages of up to 160 characters using SMS-compatible mobile devices.

3. Data Usage

3.1 General Information

1GLOBAL supports packet-switched data transmission for both outgoing and incoming data traffic, depending on the service agreement. Currently, data transmission is available via GPRS, EDGE, LTE, and 5G.

A compatible mobile device is required to utilize data transmission with the respective technology.

3.2 Transmission Speeds

The maximum estimated download and upload speeds are:

200mbps download and 10 mbps upload

1GLOBAL does not guarantee a minimum level of service quality for mobile data services.

On average, higher transmission speeds are achieved under normal network conditions. The stated speeds apply primarily to usage outdoors, as coverage and performance may vary inside buildings.

a) Factors Influencing the Transmission Speed at the Customer's Connection

When using mobile data, users in a shared network environment (so-called shared medium) within a mobile cell share the available bandwidth. The actual transmission speed experienced during data usage depends on various factors, including:

- Local availability of mobile network technology (e.g., LTE, 5G).
- Network utilization of the internet backbone (overall traffic load).
- Capacity and load of the mobile network within the respective radio cell (number of users connected at the same time).

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- Distance from the mobile antenna and the user's movement (e.g., in a vehicle or train).
- Device compatibility and performance, including the operating system and installed software.
- Transmission speed of the selected server from the respective content provider.
- Indoor vs. outdoor usage: Network coverage and transmission speeds may be reduced inside buildings due to structural interference.

In the event of temporary or exceptional network congestion, services that require high bandwidth (e.g., music streaming, video streaming, online gaming, or large email attachments) may experience limited availability or slower performance. Downloads may take longer during such periods.

b) Effects of Bandwidth Restrictions on Usage and Services

Currently, 1GLOBAL does not enforce bandwidth restrictions on active plans.

4. Network Services

4.1 Emergency Calls

With an active SIM card or eSIM profile and availability of the public mobile network, emergency number **112** can be reached, provided that a mobile device capable of voice telephony is in use and operational.

At the beginning of the call, the emergency call center receives information about the radio cell from which the call was made.

4.2 Cell Broadcast

Cell Broadcast is a national warning service implemented by Spanish mobile network operators within their networks. It may also be used to send messages for testing and training purposes.

This warning service functions without requiring an app and serves as a supplement to existing warning apps.

Unlike an SMS, a warning sent via Cell Broadcast reaches every device within a radio cell that is ready to receive it. The device emits a loud warning tone and simultaneously displays a text message, which may be read aloud on some devices. For example, a warning could alert users to a fire, accident, or natural disaster. The message provides instructions on what to do and where to find more information.

To receive Cell Broadcast warning messages, no app installation or special settings are required. The warning system is pre-configured on all supported devices (iOS from version 15.6.1, Android from version 11) and follows the ES-Alert system (Spain). However, test messages may need to be activated separately. This setting can typically be found under 'Emergency notifications', 'Cell Broadcast', or 'Warning messages', with an option to enable 'Test messages'.

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A connection to the internet is not required to receive Cell Broadcast messages. **Please note:** Cell Broadcast is a feature controlled entirely by the Spanish Mobile Network Operator (MNO) and not by 1GLOBAL. As an MVNO, we do not have the ability to enable, disable, or modify this service. Its availability and functionality depend on the MNO's network infrastructure and national regulations.

4.3 Call forwarding

The customer can divert certain incoming calls for his connection to a destination number or to his mobile mailbox (see Section 4.4). The following call forwarding options are possible:

- Automatic forwarding of all incoming calls
- Forwarding of incoming calls if the call is not answered within a specified period of time is accepted
- Forwarding of incoming calls if the SIM card is not registered in the mobile network used by the customer
- Forwarding of incoming calls when the customer is on the phone ('busy') Call forwarding of video calls is not possible.

4.4 Comfort Services

a) Call Hold

- An active voice call can be placed on hold.
- While on hold, participants cannot hear or speak to each other, but the connection remains active.

b) Call Waiting

- If call waiting is enabled, an incoming call will be signaled even during an ongoing call.
- Notification of an incoming call depends on the mobile phone settings and may be indicated by a tone signal.

1GLOBAL is committed to resolving faults in its technical equipment as quickly as possible within the scope of its existing technical and operational capabilities.

- **Fault Reporting:**
 - Customers can report faults via the service chat, email or phone to N26.
 - N26 accepts fault reports:
 - **Monday to Sunday s Public Holidays:** 07:00 to 23:00 CET

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5.1 Service Numbers, SMS Services, and Access Services

- By default, 1GLOBAL blocks the following services:
 - Third-party and value-added services
 - Mobile payment services
 - Chargeable service and special numbers
 - Any telephone numbers forwarded by an external service provider (e.g., call-through services)
 - Sending SMS to chargeable services
- Pricing details for these services are available in the price list.
- OOB (out of bundle) voice and SMS usage is subject to a default spending limit of €200 per billing cycle. Once this limit is reached, outgoing calls and SMS beyond the plan's included allowance will be restricted unless the subscriber requests an increase through their account settings.

5.2 Availability and Service Restrictions

- Service Availability:
 - Service is provided on a best-effort basis. Availability may be affected by network conditions, maintenance, or unforeseen circumstances
- Geographical Coverage:
 - Mobile services are available within the reception and transmission range of network stations operated in Spain . Any geographical restrictions are temporary and are implemented only when technically necessary, such as in cases of:
 - Network capacity bottlenecks
 - System upgrades (e.g., network improvements, relocation of infrastructure, public network integration)
 - Operational disruptions (e.g., power supply issues)
 - Maintenance and repair work
- Transmission Quality:
 - Service quality may be affected by atmospheric conditions or similar environmental factors beyond 1GLOBAL 's control.
- Temporary Interruptions:
 - Interruptions or restrictions may occur due to:
 - Force majeure events (unforeseeable external circumstances)
 - Malfunctions (e.g., power supply failures)
 - Network maintenance and upgrades
- Use of the Signaling Channel:
 - The signaling channel is primarily used to manage call setup, termination, and network equipment operations.

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- Transmission of user data via the signaling channel (e.g., extending a destination number) is only permitted for specific network services offered by 1GLOBAL.
- Traffic Management Measures:
 - 1GLOBAL applies traffic management measures where necessary to ensure network performance and security. These are implemented in compliance with applicable regulations and do not unduly affect service quality, privacy, or personal data protection.

6. Mobile Phone Use Abroad

6.1 Voice Quality and Data Transmission Speed

- The voice quality and data transmission speed when using mobile services abroad depend on the local mobile network in the country visited.
- In general, the quality in the foreign network corresponds to that of the 1GLOBAL mobile network in Spain, provided the same generation of mobile network technology is available.
- The maximum data transmission speed abroad is equivalent to that of the 1GLOBAL in Spain, if supported by the foreign network.

6.2 Prerequisites for Data and Mobile Services Abroad

- The availability of mobile data services abroad depends on:
 - Agreements between network operators in Spain and the visited country.
 - The network infrastructure of the foreign provider (e.g., 4G/5G availability).
 - Device compatibility with the foreign network's technology.
- Limitations of Mobile Services Abroad:
 - Mobile phone services (telephony, SMS, MMS, data) are not guaranteed in all countries or regions.
 - Some services may be partially or entirely unavailable, such as:
 - Limited or no access to mobile data.
 - Restrictions on voice calls or messaging services.
 - These limitations are more likely in areas where the same mobile network technologies (e.g., 4G/5G) are not available.

6.3 Border Areas and Roaming

- In border areas, mobile devices may automatically connect to a neighboring country's network due to signal overlap.
- To prevent unintended roaming charges, customers can disable roaming in their device settings.

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- Instructions for disabling roaming can be found in the user manual of the respective mobile device.

6.4 Mandatory Transparency Information

- **Switching Providers:**
 - Detailed explanations on the process of switching providers can be found [here](#).
- **Broadband Measurement Procedures:**
 - Further information on the procedure for broadband speed measurement is available [here](#)