

TERMS AND CONDITIONS

Effective Date: 1 September, 2026

1. E-SIM Service

1.1 These are the terms and conditions (the “Agreement”) for the supply of voice, SMS/MMS/RCS and/or data services (the “Primary Services”) as well as any Additional Number (defined below) (Additional Numbers, together with the Primary Services, the “Services”) provided by 1GLOBAL Operations (Germany) GmbH (“1GLOBAL”, “we”, “us”, “our”) to end users (“you”, “your”).

1.2 When you purchase the Services through Revolut Ltd (“Revolut”), acting as our commercial agent, you enter into a contract with 1GLOBAL Operations (Germany) GmbH, registered at Mergenthalerallee 79–81, 65760 Eschborn, Germany, registered with the commercial register (Handelsregister) under number HRB 115453, email: help@1global.com.

1.3 A copy of these terms and conditions is available at: <https://www.1global.com/legal/revolut/germany/terms-and-conditions>

1.4 Do not purchase or use the Services if you do not wish to be bound by these terms and conditions. Any terms or conditions deviating from these terms and conditions shall only apply if expressly agreed by us in writing.

2. Commencement and Duration

2.1 The Agreement is formed and takes effect when you receive our order confirmation or upon activation of the Service, whichever occurs first (“Commencement of the Service”).

2.2 Your Services will be activated immediately after you successfully complete the purchase, provided you have a 1GLOBAL eSIM installed and you are connected to the network.

2.3 The duration of your bundle depends on the specific plan you choose at the time of purchase. The duration of the bundle and the applicable expiration date will be communicated to you during the purchase process and described in the contract summary.

2.4 You can only use the Services if you also have an active Revolut Personal account. The Services will be unavailable at the same time your Revolut Personal account is closed.

2.5 By using the Services, you confirm that you are using an unlocked, eSIM-compatible device, which is required in order to access the Services.

2.6 This Agreement remains in full force until terminated by you or by us as permitted under these terms. Revolut acts as our commercial agent in connection with Services offered through the Revolut app. Any communication made between you and Revolut in the context of customer support or the lifecycle of the Services shall be deemed to have been made directly to 1GLOBAL. This includes, without limitation, service-related inquiries and any formal notices permitted under these Terms and Conditions.

2.7 The Primary Services renew on a monthly recurring basis on the same calendar day of each subsequent month as the original activation date. For activations on the twenty-ninth (29th), thirtieth (30th), or thirty-first (31st) day of any month, the first billing cycle will end on the twenty-eighth (28th) day of the following month and all subsequent renewals will occur on the twenty-eighth (28th) day of each month thereafter, including in February or in any month where the selected calendar day does not exist. Such variations do not affect the applicable charges for the Primary Services, unless required by applicable law, in which case charges will be adjusted proportionally.

3. Service Description

3.1 We shall provide voice, SMS and data services based on the capabilities of our eSIM. The eSIM includes an electronic profile that you must download to your device and activate. The volume of voice minutes, SMS and data will be detailed at the time of purchase. Unused Services expire at the end of the bundle period and are non-refundable unless required by law.

3.2 Our Services are provided on the basis of this Agreement, the applicable Service Description, the Contract Summary and the Price List, all of which are available at:

<https://www.1global.com/legal/revolut/germany/terms-and-conditions>

Availability

3.3 The Services are provided on an "as is" and "as available" basis. We do not guarantee uninterrupted or fault-free availability of the Services. Service availability may be affected by factors beyond our reasonable control, including maintenance, network traffic, network capacity or environmental conditions.

3.4 We reserve the right to choose our network operators and technology partners. To deliver the Services, we may process your personal data in accordance with our Privacy Policy, available at:

<https://www.1global.com/privacy-policy>

Value-Added Services

3.5 Each subscription for Primary Services includes one mobile number, which is your primary number for making and receiving calls and sending and receiving SMS. You will be able to call ordinary fixed-line and mobile numbers as part of your subscription. You will also be able to send SMS to mobile numbers. You will not be able to call international destinations, other non-geographic numbers, premium-rate numbers, directory assistance services or send premium-rate SMS.

3.6 In addition to your primary number, you may purchase additional numbers. You may have up to three (3) active additional mobile numbers linked to your Primary Services (each an "Additional Number") at a time. You may purchase a maximum of three (3) numbers per day and up to ten (10) per year.

Additional Numbers can receive calls and SMS but cannot be used for making calls or sending SMS. The numbers constituting an Additional Number may be either:

- (i) assigned randomly; or
- (ii) a VIP Number.

A monthly fee for each Additional Number will be specified in our current Price List and presented to you before you confirm your purchase. You may only purchase Additional Numbers if you have active Primary Services. All Additional Numbers expire automatically if your Primary Services are terminated and are non-refundable unless otherwise required by law.

3.7 You may purchase a number selected by you from a list of available numbers (a "VIP Number") at the time of purchasing your Primary Service, to be used as your Primary Number (in which case it must be linked to a Primary Service), or after your initial purchase, to be used as an Additional Number linked to your Primary Service (in which case it is subject to the restrictions applicable to Additional Numbers). VIP Numbers are subject to availability and may be purchased for a one-off fee.

Additional Features

3.8 We may make additional services or features available to you from time to time at no cost to you ("Additional Features"). We shall determine the characteristics of Additional Features in our sole discretion. The characteristics of an Additional Feature will be set out in special terms made available at the time such feature is launched.

Roaming

3.10 Your use of the Services while roaming is subject to applicable laws and may be subject to fair use limitations.

3.11 Your plan is intended for primary use in Germany. Over a 4-month observation period, we compare: your domestic vs roaming usage; and your presence on the German network vs roaming networks. Permanent or semi-permanent roaming may lead to restrictions or surcharges being applied in accordance with our Fair Use Policy, available at <https://www.1global.com/legal/revolut/germany/terms-and-conditions>.

3.12 No Out-of-Bundle or additional roaming charges apply unless an additional service is offered, or charges are explicitly agreed in advance. You will be informed about any such charges before the commencement of the relevant service. All usage is limited to the selected prepaid bundle.

Suspension

3.13 From time to time, we may need to upgrade, modify, maintain or otherwise perform operational work on the Services. During such activities, the Services may be temporarily unavailable. We will make reasonable efforts to minimise disruptions and, where feasible, notify you in advance.

3.14 We may suspend or restrict the Services, with prior notice where reasonable, in the following circumstances:

- suspected misuse or manipulation of the Services;
- material breach of this Agreement;
- suspected fraudulent or unauthorised use;
- failure to provide information required for legal or regulatory compliance;
- investigation of complaints, including allegations of harassment, spam or abusive behaviour;
- where required by a competent authority or emergency services;
- to prevent imminent and material damage to our network or the network of our partners; or
- for public safety or security reasons.

If prior notice is not possible, you will be informed as soon as reasonably practicable afterwards. In accordance with Section 61(3) sentence 2 and Section 164(1) of the German Telecommunications Act (TKG), access to emergency numbers 110 and 112 shall be maintained during any suspension where technically feasible.

Monitoring

3.15 We may monitor the Services to comply with legal obligations, ensure regulatory compliance and protect our network and customers. Any such monitoring will be carried out in accordance with applicable data protection laws.

Emergency Services

3.16 Access to emergency services (110 and 112) is available free of charge through your eSIM, provided your device supports emergency calling, is properly configured and you are within network coverage. We will make reasonable efforts to ensure emergency access is maintained where technically feasible.

3.17 If you have accessibility requirements, including hearing or visual impairments, we will provide reasonable support to enable you to use the Services. Please contact us at help@1global.com for assistance.

4. Your Obligations

Use of the Services

4.1 You agree to:

- use the Services in accordance with this Agreement and applicable laws;
- configure your device appropriately to use the Services;
- notify us without undue delay if your device is lost or stolen in order to prevent unauthorised use.

4.2 You must not:

- misuse the Services, including excessive, automated or non-personal use that exceeds what would reasonably be expected from individual use, as further described in our Fair Use Policy available at <https://www.1global.com/legal/revolut/germany/terms-and-conditions>;

- use the Services for fraudulent or unlawful purposes;
- resell or commercially exploit the Services;
- impair or disrupt our network or the use of the Services by other users.

If we have reasonable grounds to believe that you are misusing the Services or violating this clause 4.2, we may take proportionate measures to prevent such misuse, including restricting or suspending access to the Services.

4.3 If we have reasonable grounds to believe that you are in breach of clause 4.2, we may take proportionate measures to prevent misuse, including restricting or suspending access to the Services.

In the event of a material breach or fraudulent use, we may terminate the Agreement for cause. Where appropriate, we will notify you in advance and provide an opportunity to remedy the breach.

Immediate termination without prior notice is permitted where justified by the severity of the breach, including cases involving fraud, criminal activity or risks to network integrity.

Fraud

4.4 Where fraudulent activity prevents the collection of payment for the Services, we may suspend or terminate the affected Services if continuation of the Agreement would be unreasonable.

Fraudulent activity includes, but is not limited to:

- providing false or misleading information to obtain Services;
- non-payment resulting from fraudulent banking activity;
- unauthorised use of payment methods, including stolen cards or misuse of identity or bank details.

Any suspension or termination will be subject to prior verification by us. You will be informed in writing of the reasons and, where applicable, the steps required to resolve the issue.

Security and eSIM Handling

4.5 You are responsible for deleting the eSIM from your device before transferring the device to another person. Failure to do so may result in unauthorised access to the Services and continued charges.

4.6 You must comply with reasonable security procedures when using the Services. We may contact you if a security issue arises that may affect your use of the Services or the integrity of our network.

Lost or Stolen Device

4.7 You must inform us without undue delay, either directly or via Revolut as our commercial agent, if the device on which the Services are activated is lost or stolen.

We will take appropriate steps to suspend or block the Services upon receipt of your notification. You remain responsible for any usage up to the time of notification, unless otherwise required by applicable law.

Content

4.8 You are solely responsible for all content transmitted using the Services. We do not guarantee that content will be stored or remain free from loss or corruption.

5. Prices

5.1 The charges associated with the Services will be made available to you before purchase and can be accessed in our Price List and Contract Summary. By purchasing the Services, you agree to these charges.

5.2 The charges you pay for the Services are inclusive of value-added tax (VAT) and any other applicable taxes, duties or levies imposed by any competent authority.

5.3 Charges for the first period of an Additional Number purchased will be calculated as follows:

- If you purchase an Additional Number before we collect payment for the next renewal of the Primary Services, your charges will be proportional to your period of use from the Additional Number purchase date to the renewal date of your Primary Service. All subsequent charges for the Additional Number will be billed together with the Primary Service.
- If you purchase an Additional Number after we have collected payment for the upcoming renewal of the Primary Services, but prior to the renewal date, you will be charged only the monthly fee for the Additional Number for the next billing cycle. You will not be charged for the period between the purchase date and the renewal date of your Primary Services. You may begin using your Additional Number immediately. All subsequent charges for the Additional Number will be billed together with the Primary Service.

5.4 We reserve the right to change the charges for the Services in accordance with clause 9. You will be informed of any such changes in advance and, where required by applicable law, you will have the right to terminate the Agreement without penalty.

6. Payment and Refund Policy

6.1 Payment is captured upon completion of the purchase in accordance with clause 2.2, and the Services are activated immediately thereafter. For each subsequent period, you must pay for the Services seven (7) days in advance of the renewal date (the "Payment Due Date").

6.2 Your access to the Services will be automatically suspended upon depletion of your bundle (if applicable) or upon expiration of the validity period, if you cancel the renewal. Payments may be processed through Revolut Pay or other available payment methods.

6.3 The Services are provided on a prepaid basis and are not subject to deferred payment terms or billing in arrears. Suspension or restriction of the Services occurs only in accordance with this Agreement, including Section 4 (misuse), Section 7.3 (non-payment), or as otherwise required by applicable law.

Usage-Based Charging (if applicable)

6.4 Where applicable, voice calls within the EEA are billed per second after an initial minimum charging period of up to thirty (30) seconds. Where applicable, calls to destinations outside the EEA or calls made while roaming outside the EEA may be rounded up to the nearest minute.

Refunds

6.5 Refunds for unused Services will only be provided where required by applicable law. In all other cases, refunds may be granted at our discretion.

Billing Cycles and Prorations

6.6 Charges for the Services, other than one-time charges for a VIP Number, are levied on a monthly basis as described in clauses 2.7 and 3.6. The duration of a billing cycle may vary depending on the number of days in the relevant month. Variations in the number of days in a month shall not affect the agreed charges, unless otherwise required by applicable law.

6.7 Where the Primary Services are provided for only part of a billing cycle due to activation, suspension or termination, any charges for that cycle shall be prorated or refunded where required by applicable law. No prorations, adjustments or refunds shall be made solely due to variations in the number of days in a calendar month, except where required by applicable law.

7. Termination of Services

7.1 The Primary Services operate on a monthly rolling basis and renew automatically at the end of each billing cycle unless cancelled by you prior to renewal. Cancellation will take effect at the end of the current billing period. No refunds or pro-rata adjustments will be made for the remaining period of a prepaid bundle unless otherwise required by applicable law.

7.2 In the event of a significant, continuous or regularly recurring deviation from the agreed service quality, you may terminate the Agreement for cause following the unsuccessful expiry of a reasonable period to remedy the issue. Where applicable, such right shall be exercised in accordance with Section 57(4) of the German Telecommunications Act (TKG).

7.3 Either party may terminate this Agreement for cause if the other party materially breaches its obligations and continuation of the Agreement would be unreasonable.

1GLOBAL is entitled to terminate this Agreement for cause in particular if:

- you misuse the Services, including fraudulent or harmful excessive use, and fail to remedy such breach despite prior warning, unless immediate termination is justified due to urgency or severity;
- your Revolut Personal account is closed, which will result in you failing to meet your payment obligations;
- there is fraudulent use or a significant risk to network integrity, public safety or legal compliance.

Any statutory rights remain unaffected.

Revolut will notify you in writing or electronically on the Payment Due Date of 1GLOBAL's intention to restrict the Services at renewal if you fail to pay any amounts due for the Services. You will have six (6) days from receipt of such notice to settle your payment. If you fail to make payment within this period, 1GLOBAL may restrict your access to the Services, including by blocking outgoing voice calls, SMS and data transmission, provided that such restriction is technically feasible and your ability to access emergency services is not affected. If, after thirty (30) days from the renewal date, payment remains outstanding, 1GLOBAL may suspend all remaining Services, limiting usage solely to emergency calls. If payment remains outstanding for an additional thirty (30) days thereafter, 1GLOBAL may disconnect the Services and recycle the associated number. Upon receipt of full payment, 1GLOBAL will resume the Services without undue delay and, where technically feasible, no later than three (3) days from receipt of payment. A new monthly recurring period for the Services will commence on the date the Services are resumed. All notices under this clause will be provided free of charge, either on a durable medium or electronically.

7.4 Where the Agreement includes a bundle of services, you may terminate the entire bundle if one component of the bundle is not provided in accordance with the Agreement. Where applicable, such right shall be exercised in accordance with Section 66 of the German Telecommunications Act (TKG).

7.5 If you are a consumer, you have the right to withdraw from this Agreement within fourteen (14) days of its conclusion without giving reasons. If you expressly request that the Services begin before the end of the withdrawal period, and you use the Services during that period, any refund will be calculated on a pro-rata basis. If the Services have been fully performed within the withdrawal period and you have expressly consented to this and acknowledged that you will lose your right of withdrawal upon full performance, your right of withdrawal expires. Your right of withdrawal does not apply to VIP Number purchases where the VIP Number has already been made available to you and the service has been fully performed. A model withdrawal form and further information are available at:

<https://www.1global.com/legal/revolut/germany/terms-and-conditions>

7.6 You may terminate the Services at any time via the Revolut app or by sending an email to support@revolut.com. Notices submitted through Revolut, acting as our commercial agent, shall be deemed received by us.

7.7 If the validity period associated with your Services expires, you will no longer be able to use the Services unless you purchase a new bundle or renew the applicable Services.

7.8 We may terminate this Agreement if we are unable to provide the Services due to unforeseeable technical, legal or regulatory reasons. In such circumstances, you will be entitled to a pro-rata refund of any unused prepaid Services.

8. Liability

8.1 This clause sets out our liability to you in connection with:

- the provision of the Services;
- any breach of this Agreement;
- your use of the Services; and
- any representation, statement or tortious act or omission arising under or in connection with this Agreement.

8.2 Nothing in this Agreement shall limit or exclude our liability for:

- death or personal injury caused by our negligence;
- fraud or fraudulent misrepresentation;
- liability under the German Product Liability Act;
- damages resulting from intent or gross negligence; and
- any other liability which cannot be excluded or limited under applicable law.

8.3 In all other cases, we shall only be liable for breaches of essential contractual obligations. In such cases, liability shall be limited to the foreseeable damage typical for this type of Agreement. Essential contractual obligations are those whose fulfilment is necessary for the proper performance of the Agreement and on whose compliance you may regularly rely.

8.4 Insofar as we are liable under applicable telecommunications law for financial loss or compensation, our liability shall be limited to:

- EUR 12,500 per user; and
- a total of EUR 30 million per damaging event affecting multiple users.

If the total compensation payable to multiple users exceeds this limit, compensation shall be reduced proportionally.

These limitations shall not apply in cases of intent or gross negligence.

8.5 We are not responsible for:

- the compatibility, configuration or security of your device;
- software installed on your device; or
- any third-party services used in connection with the Services.

9. Changes to these Terms, Prices and Services

9.1 We may amend this Agreement where there is a valid reason, provided that the amendment does not affect essential provisions of the Agreement and is reasonable for you. Essential provisions include, in particular, the type and scope of the agreed Services and the term of the Agreement, including termination rights.

A valid reason exists where:

- the change is exclusively to your benefit, such as price reductions or service improvements;
- the change is purely administrative in nature and has no negative impact on you; or
- the change is directly required by applicable law or regulatory requirements.

Such changes do not give rise to a right of termination.

9.2 If we propose changes to this Agreement or to the Services that do not fall within clause 9.1, you have the right to terminate the Agreement without notice and at no cost.

We will notify you of such changes at least one (1) month, and no more than two (2) months

The notification will include:

- the content and effective date of the changes;
- your right to terminate the Agreement free of charge; and
- the deadline for exercising this right.

10. Number Portability and Provider Change

10.1 You have the right to switch to another telecommunications provider and to retain your existing number (number portability), in accordance with applicable law.

You may request number portability both during the term of the Agreement and for a limited period after its termination, as provided by law.

10.2 To initiate a provider change, a valid request must be submitted, including the desired porting date and the identity of the new provider. The provider change process is managed by the new provider. We will continue to provide the Services until all contractual and technical requirements for the provider change have been fulfilled, unless you expressly request otherwise.

10.3 We will ensure that any interruption of the Services during the provider change process is kept to a minimum and does not exceed the legally permitted duration.

10.4 We do not charge any fees for number portability.

10.5 Further information on number portability is available at:

<https://www.1global.com/legal/revolut/germany/terms-and-conditions>

11. Service Disruption and Remedies

11.1 We will remedy reported disruptions of the Services without undue delay and free of charge, unless you are responsible for the disruption. If you are responsible for the disruption, we may charge you for the costs incurred.

11.2 If it is not possible to remedy a fault within one (1) calendar day after receipt of your report, we will inform you about the status of the disruption, the measures taken and the expected time for resolution.

11.3 If a disruption of the Services is not remedied within two (2) calendar days after receipt of your report, you may be entitled to statutory compensation in accordance with applicable law.

In the event of a significant, continuous or regularly recurring deviation from the agreed service quality, you are entitled, without prejudice to any other legal remedies, to:

- request a reduction of the agreed charges; or
- terminate the Agreement for cause,

in accordance with Section 57(4) of the German Telecommunications Act (TKG).

11.4 Any statutory rights to claim damages remain unaffected.

12. Governing Law and Competent Courts

12.1 This Agreement shall be governed by and construed in accordance with the laws of Germany. If you are a consumer, any mandatory consumer protection provisions of the country in which you have your habitual residence shall remain unaffected.

12.2 In the event of a dispute relating to telecommunications services, you may initiate dispute resolution proceedings with the Telecommunications Consumer Arbitration Board of the Federal Network Agency (Bundesnetzagentur), in accordance with Section 68 of the German Telecommunications Act (TKG). We are willing to participate in such dispute resolution proceedings.

12.3 We do not participate in dispute resolution proceedings before other consumer arbitration bodies, unless required by applicable law.

12.4 If you are a consumer, you may bring claims before the competent courts at your place of residence or before any other court with jurisdiction under applicable law.

If you are not a consumer, the courts of Germany shall have jurisdiction for all disputes arising out of or in connection with this Agreement.