

BRINGING YOUR MOBILE NUMBER TO 1GLOBAL

FREQUENTLY ASKED QUESTIONS

1. Switching your mobile service

You can switch to Lidl Connect and keep your existing mobile number at no cost.

When you request number portability, 1GLOBAL will lead the switching process and coordinate with your current provider. Your existing service will remain active until your number is transferred, and your previous contract will end once the switching process is completed.

You may still be subject to any early termination charges from your previous provider, depending on your contract with them. We recommend checking with them before initiating your port.

2. How long switching takes

Number transfers are carried out on the agreed date.

Immediate porting is typically completed within the same day during porting hours (8am–6pm, Monday to Friday, plus 10am–4pm on weekends).

We will keep you informed of the progress of your switch and notify you once your number has been successfully transferred.

3. Service continuity

We aim to minimise any disruption during the switching process.

In most cases, any loss of service will be brief and limited to the final stage of the number transfer. Any loss of service during your port will not exceed one working day. If this is not met, you may be entitled to compensation.

4. Your rights during switching

You have the right to:

- Keep your mobile number when switching providers.
- Experience minimal disruption to your service.
- Be informed about the progress of your switch.
- Have your previous service terminated automatically once switching is complete.

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If you switch after your contract has ended, you retain the right to port your number for at least one month, unless you have waived that right.

5. What happens with your previous provider

Your previous provider is responsible for:

- Any early termination charges
- Handling of remaining prepaid credit or balances
- Closing your account once the switch is complete

If you have questions about charges or refunds, you should contact your previous provider directly.

6. What should I select as my current provider when transferring my number away from Lidl Connect?

Please select **Eir** as your current (donor) provider.

7. Compensation

You may be entitled to compensation if something goes wrong during the switching process.

Compensation will be assessed based on the circumstances of your case and in line with applicable regulatory requirements. Further details on our compensation process can be found in our [Switching and Porting Compensation Scheme](#).

8. How to claim compensation

If you believe you are entitled to compensation, you can contact us:

- Through our Lidl Chatbot in-app
- By email at customer.services@lidl.ie
- By phone at +353 1 9203010

Please include:

- Your mobile number
- A description of the issue
- The date and time the issue occurred

We will review your request in accordance with the timeframes set out in our [Code of Practice for Complaint Handling](#).

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9. Complaints

If you are not satisfied with how your switching request or compensation claim has been handled, you may submit a complaint to our support team using the contact details above.

If your complaint is not resolved, you may refer the matter to the Commission for Communications Regulation (ComReg).

Further information is available at: <https://www.comreg.ie>

10. Additional information

To use your Lidl Connect service after switching, your device must be compatible and must not be locked to another provider's network. If your device is locked, you may need to request an unlock code from your previous provider before switching.

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