

## Terms and Conditions

Effective date: 29-09-2026

### 1. Domestic Communications Service

- 1.1 These are the terms and conditions (the “Agreement” or “Contract”) for the supply of voice, SMS and/or data services of the Lidl Connect service (the “Services”) provided by TP IRELAND OPERATIONS LIMITED, (“GLOBAL”, “we,” “us,” “our”) to the end users (“you,” “your”, “customer”).
- 1.2 When you purchase the Services via the Lidl App (operated by Lidl Stiftung & Co. KG), you are entering into a contract exclusively with TP IRELAND OPERATIONS LIMITED, with its registered office at Riverside One, Sir John Rogerson’s Quay, Dublin 2, D02 X576, Ireland, registration number 758313, VAT number 4267587QH.
- 1.3 A copy of these terms and conditions is available at the following [link](#). We recommend that you download and save a copy of this document for your future records. For details on how we process your personal data, please refer to our [Privacy Policy](#).
- 1.4 If you do not wish to be bound by these terms and conditions, do not purchase or use the Services. Conditions that deviate from these terms and conditions are only applicable if we have agreed to them in writing.

### 2. Commencement and Duration

- 2.1 The Contract is formed and commences after you successfully complete the purchase and receive our contract confirmation. Where you choose to transfer your number from your old provider (portability), the Contract is formed and commences only once your number transfer has been successfully completed, at which point payment will be taken and we will send you a contract confirmation.
- 2.2 Once the purchase is completed, you must download the eSIM or install the SIM into your device and activate it. The availability of the Services will be subject to successful payment validation and completion of any number portability process. If we are unable to process the initial payment validation, we may cancel the order before activation of the Services. Where a renewal payment fails, you will be notified by email and app notification before your renewal date, with instructions to update your payment method and avoid interruption to your Services.
- 2.3 Your bundle has a recurring cycle that renews automatically on the same day of each month as the original Activation Date (the 'Anniversary Date'). Your bundle renews on a monthly recurring basis on the same calendar day as the original activation date. We will attempt to collect payment for your renewal 5 days before your Anniversary Date each month. If you cancel before your Anniversary Date, your cancellation is treated as made in time and any payment already taken for that renewal will be refunded in full (see clause 7.2). Where a renewal date does not exist in a given month (for example, where activation occurred on the 29th, 30th, or 31st), the bundle will renew on the last day of the month. Such variations do not affect the applicable charges for the Services, unless required by applicable law, in which case charges will be adjusted proportionally.
- 2.4 If a scheduled monthly renewal payment is not received and your bundle therefore expires, a 30-day grace period applies. During this period, your number will remain active and you will be able to receive incoming calls and SMS within Ireland and access emergency services only. You will be notified by email at the start of the grace period, and again with a reminder before it ends. Following the grace period, your Services may be suspended for a period of up to 90 days. During the suspension period, no connectivity services will be available, except for access to emergency

services, but your number will be retained. You will be notified when suspension begins, and again at least 10 days before your number is permanently deactivated. If the Services are not renewed during the suspension period, your number may be permanently deactivated.

- 2.5 Lidl Connect requires an active Lidl Plus account. If you request to delete your Lidl Plus account, you have 72 hours to reactivate it. Your Lidl Connect service stays active during this 72-hour window and will only end if you choose not to restore your Lidl Plus account. Deleting your Lidl Plus account will end your Lidl Connect service. You will have 72 hours to reactivate your Lidl Plus account. If you do not reactivate it within that period, your Lidl Plus account will be permanently deleted. Your mobile number will then be held for 30 days from the date your Lidl Connect service ends so that you can port it to another provider before it is permanently released. If you wish to keep your mobile number, you should port it before requesting deletion of your Lidl Plus account or within this 30-day period. The Price for Life offer will be lost where your Lidl Connect service ends as a result of permanent deletion of your Lidl Plus account, as described in clause 9.4.
- 2.6 By using the Services, you acknowledge that you have an unlocked, eSIM-compatible device or a compatible device with a physical SIM slot, which is required in order to access the eSIM or SIM.
- 2.7 The Contract remains in force until terminated by you or by us as permitted under these terms. In its role as agent, Lidl Ireland GmbH acts on behalf of 1GLOBAL. Accordingly, any communication made by you to Lidl Ireland GmbH in the context of customer support shall be deemed to have been made directly to us and shall have the same legal effect. This includes, without limitation, service-related inquiries and any formal notices permitted under these terms and conditions.

### 3. Service Description

- 3.1 We shall provide telecommunications services, either data only or a combination of voice, SMS and data based on the capabilities of our eSIM or SIM and the plan you select at the time of purchase. The eSIM includes an electronic profile that will be downloaded to your device during activation. 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 governed by these terms and conditions, the applicable Contract Summary, [Service Description](#), [Price List](#), [Acceptable Use Policy](#), and [Fair Use Policy](#), together with applicable law. If there is any inconsistency, applicable law prevails. The Contract Summary prevails for plan-specific commercial entitlements; the Service Description prevails for service characteristics; the Price List prevails for separately chargeable prices; the Acceptable Use Policy governs prohibited use; and the Fair Use Policy governs fair-use and roaming parameters.

#### Availability

- 3.3 Availability of the Services may be affected by factors outside our reasonable control, such as maintenance, network traffic, or environmental conditions. We will use reasonable efforts to ensure continuity of the Services. Nothing in this clause limits or excludes your statutory rights under the Consumer Rights Act 2022, including your right to have the Services provided with reasonable care and skill.
- 3.4 We will use reasonable efforts to promptly correct faults reported by you.
- 3.5 We may use mobile network operators and technology partners selected by us to provide the Services. To deliver the Services, we may disclose and use your personal data in compliance with our Privacy Policy at the following [link](#).

## Value-Added Services

- 3.6 You will be able to call ordinary fixed-line and mobile numbers as part of your calling plan. You will also be able to send SMS to mobile numbers. Premium rate numbers, directory assistance calls, and premium rate SMS messages are blocked. Where any such service is exceptionally made available, this will be explicitly stated in the Price List together with the applicable charge.

## Roaming

- 3.7 Your use of the Services while roaming is subject to applicable laws and the roaming allowances and charges specified in the Contract Summary and Price List.
- 3.8 Services are intended for use primarily in Ireland. Roaming in EU/EEA, UK, Switzerland, Ukraine and Moldova is subject to the Fair Use Policy and is intended for periodic travel only. Where the Fair Use Policy indicates potential misuse, we may contact you to verify your connection to Ireland and, after the applicable notice and review process, apply proportionate restrictions limited to the roaming services affected by the identified fair-use concern. We will notify you before applying any restriction, except where immediate action is required by applicable law or to protect network integrity or security.
- 3.9 While roaming, we will send a notification to your device (e.g. via app notification) when your roaming data usage reaches 80% of your bundle's data allowance, and again when the allowance is depleted. You may disable these notifications at any time through Lidl App settings, and may request their resumption free of charge at any time. Once your bundle's roaming data allowance is reached, roaming data services will stop.
- 3.10 No additional roaming charges apply within the included roaming allowance. Any additional service or out-of-bundle roaming charge will apply only where it is expressly offered and accepted by you before the chargeable service begins. All usage is otherwise limited to the selected prepaid bundle.

## Suspension

- 3.11 We may suspend or restrict your use of the Services where reasonably necessary in order to carry out repairs, maintenance, upgrades or improvements to the Services or the network. Where this occurs, we will use reasonable endeavours to minimise disruption and to restore the Services as soon as reasonably practicable.
- 3.12 From time to time, we may also need to suspend or restrict access to the network and/or the Services for short periods in order to carry out emergency works, including where required to address security or network integrity incidents, threats or vulnerabilities. In such circumstances, we will use reasonable endeavours to minimise the impact on you and to restore access to the network and/or the Services as soon as reasonably practicable. Where possible, we will use reasonable endeavours to notify you in advance, including by posting a notice.
- 3.13 We reserve the right to suspend and block Services with reasonable notice to allow you to find a solution, unless notice is unreasonable, in the following circumstances. Where technically feasible and proportionate, we will first restrict rather than fully suspend the Services.
- (i) if there is reasonable suspicion that the Services or your connection is being misused or manipulated by third parties;
  - (ii) if you materially breach the conditions of usage;
  - (iii) If you materially breach these terms and conditions;
  - (iv) in the event of non-payment;

- (v) pending the outcome of an investigation following receipt of a complaint made against you, including allegations of threatening, harassing, or abusive messages, unwanted calls, or SMS spam;
- (vi) if you fail to provide necessary information for regulatory compliance. This includes, but is not limited to, identity verification and compliance with anti-fraud and security regulations;
- (vii) if we suspect unauthorized or fraudulent use of the Services;
- (viii) if specifically required by a government, regulatory, or emergency services organization;
- (ix) to prevent material damage to our network or that of our partners if there is an imminent risk and no other reasonable preventative measures are available;
- (x) for emergency or security reasons.

Access to emergency numbers 112 and 999 (general emergency services) shall always be maintained during any service suspension.

Where a suspension under this clause is lifted, whether because an investigation concludes in your favor, a payment issue is resolved, or the underlying concern is otherwise addressed, we will restore the Services as soon as reasonably possible.

### **Monitoring**

- 3.14 We may monitor the Services to comply with applicable 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, including the EU General Data Protection Regulation and the Data Protection Act 2018. Further information on the categories of data processed, the purposes and lawful basis for processing, retention periods, and your rights under the ePrivacy Regulations (S.I. No. 336 of 2011) is available in our Privacy Policy available [here](#).

### **Emergency Services**

- 3.15 Emergency calls to numbers such as 112 and 999 are available free of charge where your device supports emergency calling and a mobile network is reachable, subject to applicable law and technical feasibility. We will make every effort to ensure emergency access is maintained.
- 3.16 If you have accessibility requirements (e.g., hearing or visual impairments), we will provide reasonable support to ensure you can use the Services. Please contact us at [customer.services@lidl.ie](mailto:customer.services@lidl.ie) for assistance.

## **4. Your Obligations**

- 4.1 You agree to:
- (i) use the Services in compliance with this Agreement and applicable laws;
  - (ii) configure your device to use the Services;
  - (iii) notify us of lost or stolen devices to prevent unauthorized usage.
- 4.2 You must not:
- (i) Use the Services in a manner prohibited by the 1GLOBAL Acceptable Use Policy or Fair Use Policy, including sustained or automated activity, artificial traffic, M2M use beyond the permitted scope, bulk commercial messaging, SIM farming, or other prohibited use described in those policies;
  - (ii) Use the Services for fraudulent or illegal activity;
  - (iii) Resell or commercially exploit the Services;
  - (iv) Cause harm to our network or disrupt other users' access.

- 4.3 If there is reasonable suspicion of misuse as stated in section 4.2, we are entitled to take proportionate measures necessary to prevent the misuse, including restricting or suspending the Services in accordance with clause 3.13. Any termination of the Agreement will be carried out only in accordance with the applicable termination provisions of this Agreement and, except where immediate termination is permitted, following the applicable verification and notice process.
- 4.4 In cases where fraudulent activity prevents the collection of payment for the Services, we reserve the right to suspend or terminate the affected Services if it is unreasonable to continue the Agreement under these circumstances. Fraudulent activity affecting this Agreement includes, but is not limited to:
- (i) the use of false or misleading information to obtain Services which would otherwise not have been obtained;
  - (ii) non-payment due to fraudulent banking activities that directly affect the provision of the Services under this Agreement;
  - (iii) unauthorized use of payment methods, including but not limited to the use of a lost or stolen credit card, the use of a counterfeit or cloned debit/credit card, registering someone else's bank account.
- 4.5 Any termination for customer misconduct will occur only after verification by 1GLOBAL, except where immediate termination is permitted under the Agreement or applicable law. A suspension or restriction may be imposed where permitted by clause 3.13 on the grounds stated there. In either case, you will be notified in writing with details of the issue and, where applicable, the steps to resolve it.
- 4.6 You are responsible for removing the SIM or deleting the eSIM from your device before giving access to the device to another person. Failure to do so may result in unauthorized access to the SIM or eSIM, in continued use of the Services and in further charges to your account.
- 4.7 You must comply with reasonable security procedures regarding the Services. We may communicate security issues to you as necessary.

#### **Lost or Stolen Device**

- 4.8 You should inform us through the Lidl Ireland GmbH customer support immediately if the device on which the Services are activated is lost or stolen. You will remain responsible for usage until such notification is received.

#### **Content**

- 4.9 You are solely responsible for all content transmitted using the Services. We are not responsible for the deletion, corruption, or failure to store any transmitted content.

### **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](#). 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 similar sales taxes, duties, or levies imposed by any authority.
- 5.3 We reserve the right to increase or make changes to the charges for the Services in accordance with section 9.
- 5.4 For information on pricing and your level of data consumption, please visit the Lidl App.

## 6. Payment and Refund Policy

- 6.1 You agree to pay all charges for the Services purchased. Charges are billed in advance and the Services validity period starts from the date of activation of the SIM or eSIM profile. Services access will be suspended upon depletion of your bundle or expiration of the validity period.
- 6.2 Payments will be processed by our external service provider. Prices are inclusive of any value-added tax, and any similar levies or taxes as may be applicable at the time of sale.
- 6.3 Where separately chargeable data usage applies, each session of that usage will be rounded up to the nearest kilobyte.
- 6.4 Where voice calls are separately chargeable, outbound voice calls made within the EEA to numbers within the EEA will be charged with a minimum of 30 seconds, after which billing is rounded up to the nearest second. Calls made when you are outside of the EEA or to destinations outside of the EEA will be rounded up to the nearest minute. Inbound voice calls received while you are outside of the EEA are also rounded up to the nearest minute.
- 6.5 Refunds for unused Services shall only be provided where required by Irish law.
- 6.6 In the event of a justified suspension or blocking, you remain obliged to pay only for Services actually supplied during the relevant period, unless otherwise required or permitted by applicable law. Nothing in this Agreement requires you to pay for Services that have not been supplied. Any applicable refund, credit or price-reduction rights remain unaffected. If the reason for the suspension or block ceases to exist, we remove the suspension and block without delay.

## 7. Termination

- 7.1 The Services expire when the included allowance is used or when the current billing period ends. Unless terminated, a new bundle is activated automatically at the start of the next billing period, provided the monthly payment is received. This Agreement remains in full force until terminated by you or by us as permitted under these terms and conditions.
- 7.2 You have the right to terminate this Agreement and cancel your Lidl Connect service at any time, for any reason, without cost or penalty. To prevent the automatic renewal of your Services, you must submit your cancellation request before your next Anniversary Date. If we have already collected payment for your upcoming renewal at the time you cancel, your cancellation will still be treated as made in time, and you will receive a full refund of that payment. You can cancel your Services at any time via the cancellation button in the Lidl App or by sending an email to [customer.services@lidl.ie](mailto:customer.services@lidl.ie). If you choose to cancel by mail, your cancellation request must be sent at least 5 days prior to your Anniversary Date. Where you cancel electronically, we will promptly acknowledge receipt of your cancellation request on a durable medium.
- 7.3 If you experience a continuous or regularly recurring service disruption, then you may terminate the Contract after the unsuccessful expiry of a reasonable grace period.
- 7.4 Both parties may immediately terminate this Agreement if the other party materially breaches any term of this Agreement and the non-breaching party cannot reasonably be expected to continue to adhere to the Agreement. No refunds will be provided for any unused bundle upon termination, unless required by law.
- 7.5 1GLOBAL may terminate this Agreement if you misuse the Services, including harmful fraudulent activities or harmful excessive use, if the misuse is not remedied after a written warning and further adherence to the Contract is unreasonable for us. The warning may be waived only where immediate action is reasonably necessary, including in cases of serious fraud, unlawful activity, material network harm, or other material risk to the Services, our customers, or network security. In addition, 1GLOBAL will terminate this Agreement if your Lidl App account is closed and, as a

result, you are no longer eligible for, or able to manage, the Services or fulfil your payment obligations under this Agreement.

- 7.6 If you fail to pay for the Services 1GLOBAL may restrict your access to the Services - for example, by blocking outgoing voice calls, SMS, and data transmission - provided that such restriction is technically feasible and economically justified, and your ability to make emergency calls is not affected. Upon receipt of full payment, 1GLOBAL will resume the Services without undue delay, and no later than three (3) days from the date of payment. A new monthly recurring period for the Services starts on the day the Services are resumed, and we will communicate the date of the next renewal when the Services are restored. All notices under this clause will be provided free of charge, either on a durable medium or electronically.
- 7.7 If the contract covers a bundle of services, and one of the services is not provided in accordance with the Agreement, you may terminate the entire bundle.
- 7.8 You have the right to withdraw from this Agreement within 14 calendar days from the contract conclusion, without giving a reason. If you requested us to begin providing Services before the end of the withdrawal period, any refund will be calculated on a pro rata basis in proportion to the Services provided during that period. If the Services have been fully performed before the expiry of the withdrawal period, and you have given your prior express consent and acknowledgment that you will lose your right to withdraw once the Services are fully performed, you will no longer be entitled to withdraw from this Agreement. This right applies to the purchase of telecommunications Services only, whether accessed via an eSIM or a physical SIM card. For the avoidance of doubt, the purchase of a physical SIM card does not constitute a service agreement with us and is not subject to this right of withdrawal. Any rights relating to the purchase of a physical SIM card from Lidl Ireland GmbH are governed by the terms and conditions of Lidl Ireland GmbH from whom the SIM card was purchased. A model withdrawal form can be found [here](#). You may withdraw from the Agreement via the cancellation button in the Lidl App or by sending an email to [customer.services@lidl.ie](mailto:customer.services@lidl.ie).

## 8. Liability

- 8.1 This section sets out our financial liability to you in respect of:
- (i) the provision of the Services;
  - (ii) any breach of the Agreement;
  - (iii) any use made by you of the Services;
  - (iv) any representation, statement, or tortious act or omission arising under or in connection with the Agreement.
- 8.2 Nothing in this Agreement shall limit or exclude our liability for:
- (i) death or personal injury caused by our negligence;
  - (ii) fraud or fraudulent misrepresentation;
  - (iii) liability under the Liability for Defective Products Act 1991;
  - (iv) property damage and financial loss in the event of intent and gross negligence;
  - (v) any other liability that cannot be limited or excluded under Irish law.
- 8.3 Subject to applicable law and without limiting any statutory consumer remedy or liability that cannot lawfully be excluded, we are only liable for breach of contract, whereby liability is limited to compensation for foreseeable damage typical of the Agreement. We are not liable for non-material damage, indirect damage or consequential damage, including but not limited to loss of profits, revenue and/or orders.

## 9. Changes to These Terms, Prices, and Services

- 9.1 We may amend this Agreement, the Services or applicable pricing in accordance with this section.
- 9.2 We may make changes without your consent and without a right of termination where such changes:
- (i) are exclusively to your benefit (such as price reductions or service enhancements);
  - (ii) are administrative in nature and have no material negative impact on you; or
  - (iii) are required by change in applicable law or regulatory obligation.
- 9.3 If we propose any other changes to this Agreement or to the Services (including, where applicable, an increase in pricing or availability), we will notify you at least one (1) month in advance on a durable medium.

The notice will include:

- (i) the nature and effective date of the change;
  - (ii) your right to terminate the Agreement without cost or penalty if you do not accept the change; and
  - (iii) the notice period for exercising that right.
- 9.4 Where you have been offered a price that is guaranteed for the lifetime of your subscription as part of a specific promotion (a 'Price for Life offer'), that price shall not be subject to any increase under this Agreement for as long as your subscription continues on the plan to which the Lifetime Price Guarantee applies. You will lose the benefit of the Price for Life offer if: (i) you voluntarily terminate this Agreement, except where you terminate because of a change or breach for which you have a statutory or contractual right to terminate without penalty; (ii) this Agreement is terminated by 1GLOBAL because of your material breach, fraudulent or unlawful use, non-payment arising from fraudulent activity, or misuse for which termination is permitted under clause 7.5; (iii) your Lidl Connect service is terminated as a result of the permanent deletion of your Lidl Plus account, as described in clause 2.5; or (iv) you cancel your Services and subsequently re-subscribe to a new Lidl Connect plan. In each such case, if you take out a new Lidl Connect plan afterwards, the standard price or any promotional price available at that time will apply, and the original Price for Life offer will not be reinstated.
- 9.5 Subject to any statutory termination right or other mandatory consumer right, if you do not terminate the Agreement before the change takes effect, you will be deemed to have accepted the change.

## 10. Number Portability and Provider Change

- 10.1 You may switch to another provider at any time, either before or after terminating this Agreement. To request a switch or number portability, you must submit a request to your new provider, who will coordinate the process with us.
- 10.2 We will ensure that your Services are maintained until the switch is completed, unless you request otherwise. Where you choose to keep your number, it will be transferred to your new provider as soon as technically feasible and, in any event, within one working day of the agreed porting date. You retain your statutory right to request number portability for at least one month after termination, unless you request otherwise or applicable law provides otherwise.
- 10.3 Any interruption to your Services during the switching or number portability process will be kept to a minimum and should not exceed one working day. Further information is available in our number portability [FAQs](#).

## **11. Service Disruption and Remediation**

- 11.1 We shall remedy reported disruptions of the Services free of charge, unless you are responsible for the disruption. If you are responsible for the malfunction, we are entitled to charge you separately for the costs incurred.
- 11.2 If you advise us of a switching process complaint, for example that (i) a third-party internet access service was disconnected before your Services were activated and you lost service for more than one working day or (ii) your Services were not disconnected at the time you requested, we will investigate. If we find that you are entitled to compensation (in some cases we may find that your complaint should be referred to a third-party operator), then we will apply compensation calculated at 1/30 of the total monthly amount you actually pay for the Services per day of failure, up to a maximum of that amount. Nothing in this clause limits any statutory compensation or other remedy to which you may be entitled. The first working day of any failure is excluded from compensation calculations. Compensation will be refunded to the original payment method used for your plan in accordance with the timeframe set out in our Code of Practice for Complaint Handling.

## **12. Governing Law, Complaints Code of Practice and Competent Courts**

- 12.1 This Agreement shall be governed by and construed in accordance with the laws of Ireland and subject to the jurisdiction of the Irish Courts.
- 12.2 You can reach out to us by phone at 1800 00 1482, by email at [customer.services@lidl.ie](mailto:customer.services@lidl.ie) or by sending a letter to Lidl Ireland GmbH, Main Road, Tallaght, Dublin 24, D24 PW6K.
- 12.3 These contact details are available for customer inquiries, complaints, and support requests.
- 12.4 You can consult 1GLOBAL's Code of Practice for Complaint Handling at the following [link](#).
- 12.5 Customers who are unable to resolve a complaint directly with 1GLOBAL may seek assistance from ComReg (the Commission for Communications Regulation). ComReg offers a formal dispute resolution process for consumer complaints related to telecommunications services. Customers can contact ComReg through its website or through direct communication. More information about the complaint process is available at <https://www.comreg.ie/advice-information/consumer-care/>. Any disputes arising out of or in connection with this Agreement shall be subject to the jurisdiction of the Irish courts. If you are a consumer, you may bring a claim before the court having jurisdiction over your place of residence.