

Terms and Conditions

Effective date: 27-07-2026

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, (“1GLOBAL”, “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 GmbH & 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.
- 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. 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 (in this example, on the 28th). 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 A 30-day grace period applies after your bundle expires. During this period, your number will remain active and you will be able to receive incoming calls within Ireland and access emergency services only. 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. 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 the deletion of your Lidl Plus account, a 72-hour reactivation period will apply, during which your account may be reactivated. If your Lidl Plus account is not reactivated within that period, it will be permanently deleted and your Lidl Connect services will be automatically terminated. Where your Lidl Connect service is terminated as a result of the permanent deletion of your Lidl Plus account, you will lose the benefit of any promotional offer or promotional pricing applicable to your Services, including any 'Price for Life' offer. If you subsequently purchase a new Lidl Connect plan, the standard price or any promotional price available at the time of purchase will apply. Any previous promotional offer, including any 'Price for Life' offer, will not be reinstated.
- 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 This Agreement remains in force until terminated by you or by us as permitted under these terms. In its role as agent, Lidl acts on behalf of 1GLOBAL. Accordingly, any communication made by you to Lidl 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 based on these terms and conditions, the respective Service Description, the Contract Summary, and the Price List, which can be found at the following [link](#).

Availability

- 3.3 The Services are provided “as is” and “as available”. We do not guarantee fault-free Services or uninterrupted network availability.
- 3.4 We will use reasonable efforts to promptly correct faults reported by you.
- 3.5 We reserve the right to choose our network operators and technology partners. 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 only available where explicitly stated in the Price List.

Roaming

- 3.7 Your use of the Services while roaming is subject to applicable laws and may incur additional charges.

- 3.8 Services are intended for use primarily in Ireland. Roaming in EU/EEA, UK and Switzerland is intended for periodic travel only. Over any four-month period, if you spend more time roaming than using your Services in Ireland, we may contact you to verify your connection to Ireland and may apply restrictions to your roaming services. We will always notify you before any restriction is applied.
- 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 Out-of-Bundle or additional roaming charges apply, unless an additional service is offered, to which such charges apply. You will be informed about this before the commencement of any such service. All usage is 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:
- (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.

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.

Emergency Services

- 3.15 Access to emergency services (such as 112 and 999) is available free of charge through your eSIM and SIM, provided your device supports emergency calling and you are within network coverage. We will make every effort to ensure emergency access is maintained, where technically feasible.
- 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 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) Misuse the Services by excessive use, including sustained or automated activity that exceeds what would reasonably be expected from individual, non-commercial use - as outlined in the [1GLOBAL Acceptable Use policy](#);
- (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 the measures necessary to prevent the misuse and/or to terminate the contractual relationship.

- 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 suspension or termination will occur after verification by 1GLOBAL, and you will be notified in writing with details of the issue and 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 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 Each session of data usage which you undertake will be rounded up to the nearest kilobyte.
- 6.4 Each outbound voice call 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 justified suspension or blocking, you remain obliged to pay the charges. The assertion of further claims due to default on payment remains 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 and avoid the next monthly charge, you must submit your cancellation request before your next monthly renewal date. 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.
- 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 and harmful excessive use of the Services, if this is not immediately terminated despite a written warning and further adherence to the Contract is unreasonable for us; for reasons of unreasonableness, the warning can be waived in individual cases.

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. 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 used 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 withdrawal right 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 withdrawal right. Any rights relating to the purchase of a physical SIM card from Lidl are governed by the terms and conditions of Lidl from whom the SIM card was purchased. A model withdrawal form can be found at <https://www.1global.com/legal/lidl/ireland/terms-and-conditions>. You may cancel the Services via the cancellation button in the Lidl App or by sending an email to 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 Otherwise, we are only liable for breach of contract, whereby liability is limited to compensation for foreseeable damage typical of the Agreement. You are required to demonstrate that you have suffered damage and report this to us. We are not liable for immaterial 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 clause for as long as your subscription continues on the plan to which the Lifetime Price Guarantee applies. The Lifetime Price Guarantee does not survive termination of the Agreement. Please refer to section 7 for further details.

9.5 If you do not terminate the Agreement before the change takes effect, you will be deemed to have accepted the change.

9.6 You acknowledge that we may make changes to the provisions of these terms and conditions for any of the following reasons:

- (i) the Services are sold as variable services with variable prices (which means they may be changed, improved or added to at our discretion);
- (ii) to assist security and operation of the technical infrastructure we use;
- (iii) to reorganise the structure of our business;
- (iv) any valid reasons necessary for our compliance with regulations or laws;
- (v) we change the terms and conditions to reflect any changes in the law, or to make them easier to understand;
- (vi) we change our telecommunications carriers or suppliers or they change their services or infrastructure or cease to provide services to us;
- (vii) we introduce new products, services or features;
- (viii) the cost of providing the Services increases due to a change in circumstances, for example:
 - i. we launch new products and services;
 - ii. we have to pay third-parties more to use their infrastructure; or

- iii. international or wholesale call rates change, international numbers are reclassified by their operator or regulator, or the third-party provider of a premium rate service increases their service charge;
 - (ix) we intend to alter the structure of our products and Services;
 - (x) where the cost of running our business increases;
 - (xi) other costs associated with running 1GLOBAL's business have increased; and
 - (xii) if we change the way in which we provide Services to you.
- 9.7 We provide the Services on an ongoing basis, and as a result, we are unable to predict or foresee any changes which might occur in the future. To this end, we may be required to make changes not explicitly referenced in this section 9.

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.
- 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 your monthly plan price per day of failure, up to a maximum of one month's plan price. 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 Handling Complaints](#).

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 through a toll-free phone number at +353 (1) 920 3010, by email at 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 exclusive jurisdiction of the courts in Dublin, Ireland, unless otherwise required by mandatory consumer protection laws.