

Service Description

1. Service Overview

This service description (the “**Service Description**”) applies to the contractual relationship between TP IRELAND OPERATIONS LIMITED, with registered office at Riverside One, Sir John Rogerson's Quay, Dublin 2, D02 X576, Ireland, registration number 758313, VAT number 4267587QH, (hereinafter referred to as “1GLOBAL”) and you regarding the mobile connectivity services offered to you under the “Lidl Connect” brand.

The mobile service includes connectivity for voice, SMS, and data (the “Services”), based on the available technical and operational capabilities.

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

Please note that if your phone is locked to a specific carrier, it will be restricted to connecting only to that network and cannot be used to access the Lidl Connect service. If your device is locked to another network, contact your previous provider directly to request an unlock — they can advise on eligibility and any requirements.

2. Connectivity, Phone Number and SIM/eSIM profile

2.1 Connectivity and Phone Number

1GLOBAL provides you with mobile connectivity services. You may retain their existing mobile number by requesting to port-in their existing mobile number to 1GLOBAL's network. If you do not choose to port-in an existing number, 1GLOBAL will assign a new mobile number for use with the SIM or eSIM. You do not own the phone number we provide you with as part of the Services. We reserve the right at any time to alter or replace a mobile phone number allocated to you or any other name, code or number whatsoever associated with the Service.

2.2 SIM or eSIM

The SIM or eSIM profile serves as the authentication credential for accessing 1GLOBAL's mobile network. To establish a mobile network connection, you must download (for eSIM), install, and activate the SIM/eSIM profile on their device. Downloading or installing the profile alone is not sufficient to establish network connectivity. Following the successful completion of all these steps and any required device configuration, activation of the mobile phone connection will take up to 24 hours. You can check the activation status in the Lidl App.

The SIM or 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 SIM or eSIM, remain with 1GLOBAL. 1GLOBAL reserves the right to replace the content of the SIM or eSIM profile due to technical upgrades or necessary modifications.

2.3 Network Services

The following network services are provided:

2.3.1 Voice Calls & SMS

You can make and receive calls within domestic mobile and landline networks using a mobile device with an activated 1GLOBAL SIM or eSIM profile. Additionally, to enable voice services, you must select voice service to be provided by the 1GLOBAL SIM or eSIM.

Calls & SMS to international numbers are not covered by this service unless specifically indicated in the Contract Summary. Calls & SMS to premium-rate numbers, other non-geographic numbers, and directory assistance are blocked. The SMS service allows you to send and receive short messages using SMS-compatible mobile devices.

Voicemail is available on Lidl Connect. To listen to your voicemail messages, dial +353 899 099 505 from your Lidl Connect number.

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

3.2 Transmission Speeds & Performance

In accordance with Regulation (EU) 2015/2120 of the European Parliament and of the Council of 25 November 2015 on open internet access (the "**Open Internet Regulation**"), the estimated maximum data transmission speeds are as follows:

- 1 Gbit/s for download and up to 100 Mbit/s for upload on 5G;
- up to 400 Mbit/s for download and up to 40 Mbit/s for upload on 4G

These values reflect the estimated maximum performance of the mobile internet service under normal conditions and may vary depending on network load, coverage, and device capabilities. The terms and conditions, Price List, Contract Summary or other applicable regulations may specify different estimated maximum speeds in accordance with the Open Internet Regulation and applicable national law.

3.3 Factors Influencing the Transmission Speed at Your 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);

- 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.

3.4 Effects of Bandwidth Restrictions on Usage and Services

Currently, no bandwidth restrictions are enforced on active plans, unless specifically indicated in the plan description.

4. Additional Network Services

4.1 Emergency Calls

With an active SIM or eSIM profile and availability of the public mobile network, emergency numbers 112 and 999 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.

5. Service Numbers, SMS Services, and Access Services

To protect you, the following services are blocked by default:

- 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 & short messages

6. Availability and Service Restrictions

- **Service Availability:**

We are committed to maintaining a minimum level of service quality that supports the operation of the telecommunications services. Under normal network conditions, data transmission delays and jitters, or packet loss, can cause your data speeds to run slowly, fail to load web pages, or

create problems with services. Packet loss or delay in data transfer might result in momentary interruptions of service.

- **Geographical Coverage:**

Mobile services are available within the reception and transmission range of mobile masts (basestations) operated in Ireland. Any geographical restrictions are temporary and are implemented only when technically necessary, such as in cases of:

- a) network capacity bottlenecks;
- b) system upgrades (e.g., network improvements, relocation of infrastructure, public network integration);
- c) operational disruptions (e.g., power supply issues);
- d) maintenance and repair work.

- **Transmission Quality:**

Transmission quality may be affected by physical obstructions, atmospheric or meteorological conditions, and geographical limitations (e.g., tunnels, underground basements, or remote terrain).

- **Temporary Interruptions:**

Interruptions or restrictions may occur due to:

- a) force majeure events (unforeseeable external circumstances);
- b) malfunctions (e.g., power supply failures);
- c) network maintenance and upgrades. You will be notified in advance whenever possible;
- d) compliance with legal obligations, regulatory mandates, or emergency services directives.

- **Traffic Management Measures:**

Traffic management measures are applied 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.

If 1GLOBAL provides free-of-charge services beyond the agreed scope, it reserves the right to discontinue such services with appropriate prior notice. You shall not be entitled to a price reduction, refund, or compensation, nor shall this constitute grounds for extraordinary termination of the Agreement.

7. Mobile Phone Use Abroad

7.1 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 Ireland, provided the same generation of mobile network technology is available.

When using the service abroad, data transmission speeds may vary depending on the foreign network and local technical conditions. The speeds achieved abroad may differ from those available in Ireland.

7.2 Prerequisites for Data and Mobile Services Abroad

The availability of mobile data services abroad depends on:

- 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, 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.

7.3 Border Areas and Roaming

In border areas, mobile devices may automatically connect to a neighbouring country's network due to signal overlap.

To prevent unintended roaming charges, you can disable roaming in your device settings.

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

8. Mandatory Transparency Information

Switching Providers:

- Detailed explanations on the process of switching providers can be found in our Frequently Asked Questions ("FAQs"). Please see the link to our Portability [FAQs](#).

Broadband Measurement Procedures:

- You can measure their mobile internet speeds using commonly available online speed measurement tools (e.g. widely used public speed test services).