

Service description

This document provides a detailed description of the services offered by 1GLOBAL.

When you purchase the Services through our agent N26 Bank SE (“**Agent**”), you are entering into a contract with 1GLOBAL Operations (Netherlands) B.V., a company registered in the Netherlands, having its registered office at Proostwetering 41, 3543 AC, Utrecht, registration number 52715469, VAT number NL850565558B01, unless you are based in one of the countries listed in the table below, in which case, you are contracting with the Contracting Entity for your country. All references to 1GLOBAL in this Agreement shall be understood to include the relevant Contracting Entity in your country. 1GLOBAL is a trading name of 1GLOBAL Operations (Netherlands) B.V. and its affiliates.

End user country and Contracting Entity

End User Country	Contracting Entity
France	1GLOBAL Operations (France) SARL, a limited liability company registered in France under number 837 560 275, having its registered office at 29 RUE DU PONT 92200 NEUILLY-SUR- SEINE, VAT number FR15837560275.
Germany	1GLOBAL Operations (Germany) GmbH, having its registered office at Mergenthalerallee 79–81, 65760 Eschborn, commercial register number HRB 115453.
Italy	1GLOBAL Operations (Italy) S.r.l., having its registered office at Via Melchiorre, Gioia 8 20124, Milano, Italy, commercial register number 10242080967.
Poland	1GLOBAL Operations (Poland) Sp. z o.o. having its registered office in Warsaw, Al. Jerozolimskie 123 A, 02-017 WARSAW, KRS: 0000286943, REGON: 220473892, NIP 5851435278.
Spain	1GLOBAL Ops (Spain) S.L., having its registered office at Calle María Tubau, 3, 1ª Planta 28050, Madrid, CIF B85923829.

1. Service Overview

1GLOBAL shall provide the customer with Data services within the scope of the existing technical and operational capabilities.

To transmit communication data an eSIM profile registered in 1GLOBAL’s mobile network is required. Additionally, a compatible mobile device that supports GSM, UMTS, LTE or 5G standards, and if necessary, additional accessories may be needed.

If the customer is able to use services free of charge beyond the agreed scope, there is no entitlement to continued access. In the event that 1GLOBAL discontinues such services, the customer shall not be entitled



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to a price reduction, refund, or compensation, nor shall this constitute grounds for extraordinary termination of the contract.

2. Connectivity and eSIM

1GLOBAL supplies the customer with an eSIM profile for accessing its mobile services.

The eSIM profile serves as the authentication credential for accessing 1GLOBAL's mobile network. The eSIM profile is provided exclusively for 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 eSIM, remain with 1GLOBAL. 1GLOBAL reserves the right to replace the content of the eSIM profile due to technical upgrades or necessary modifications.

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 and on VPLMN capabilities. Currently, data transmission is available via GPRS, EDGE, LTE, and 5G.

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

3.2 Transmission Speeds

The maximum estimated download and upload speeds are specified in the 1GLOBAL Contract Summary. 1GLOBAL does not guarantee a minimum level of service quality for mobile data services.

On average, higher transmission speeds are achieved under normal network conditions. The stated speeds apply primarily to usage outdoors, as coverage and performance may vary inside buildings.

a) Factors Influencing the Transmission Speed at the Customer's 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.

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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.

b) Effects of Bandwidth Restrictions on Usage and Services

Currently, 1GLOBAL does not enforce bandwidth restrictions on active plans.

4. Network Services

4.1 Emergency Calls

With an active SIM card or eSIM profile and availability of the public mobile network, emergency numbers **110** and **112** 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.

4.2 Cell Broadcast

Cell Broadcast is a national warning service implemented by mobile network operators within their networks. It may also be used to send messages for testing and training purposes.

This warning service functions without requiring an app and serves as a supplement to existing warning apps.

Unlike an SMS, a warning sent via Cell Broadcast reaches every device within a radio cell that is ready to receive it. The device emits a loud warning tone and simultaneously displays a text message, which may be read aloud on some devices. For example, a warning could alert users to a fire, accident, or natural disaster. The message provides instructions on what to do and where to find more information.

To receive Cell Broadcast warning messages, no app installation or special settings are required. The warning system is pre-configured on all supported devices (iOS from version 15.6.1, Android from version 11). However, test messages may need to be activated separately. This setting can typically be found under 'Emergency notifications', 'Cell Broadcast', or 'Warning messages', with an option to enable 'Test messages'.

5. Fault Reporting:

1GLOBAL is committed to resolving faults in its technical equipment as quickly as possible within the scope of its existing technical and operational capabilities.

- **Fault Reporting:**
 - Customers can report faults via the service chat, email or phone to N26.
 - N26 accepts fault reports:
 - **Monday to Sunday & Public Holidays:** 07:00 to 23:00 CET

6. Availability and Service Restrictions

- Service Availability:



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- Service is provided on a best-effort basis. Availability may be affected by network conditions, maintenance, or unforeseen circumstances
- Geographical Coverage:
 - Mobile services are available within the reception and transmission range of network stations operated by network partners of 1GLOBAL. Any geographical restrictions are temporary and are implemented only when technically necessary, such as in cases of:
 - Network capacity bottlenecks
 - System upgrades (e.g., network improvements, relocation of infrastructure, public network integration)
 - Operational disruptions (e.g., power supply issues)
 - Maintenance and repair work
- Transmission Quality:
 - Service quality may be affected by atmospheric conditions or similar environmental factors beyond 1GLOBAL's control.
- Temporary Interruptions:
 - Interruptions or restrictions may occur due to:
 - Force majeure events (unforeseeable external circumstances)
 - Malfunctions (e.g., power supply failures)
 - Network maintenance and upgrades
- Use of the Signaling Channel:
 - The signaling channel is primarily used to manage call setup, termination, and network equipment operations.
 - Transmission of user data via the signaling channel (e.g., extending a destination number) is only permitted for specific network services offered by 1GLOBAL.
- Traffic Management Measures:
 - 1GLOBAL applies traffic management measures 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.

7. Mobile Phone Use Abroad

7.1 Data Transmission Speed

- The data transmission speed when using mobile services abroad depends on the local mobile network in the country visited.

7.2 Prerequisites for Data Services Abroad

- The availability of mobile data services abroad depends on:
 - Agreements between network operators in the visited country.
 - 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 (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.



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- These limitations are more likely in areas where the same mobile network technologies (e.g. 4G/5G) are not available.