



LIDL CONNECT FAIR USE POLICY

This Fair Use Policy sets out the plan-specific parameters of Lidl Connect services and the fair-use limitations applicable to services provided to you in Ireland and outside Ireland. It should be read together with the Terms and Conditions and Acceptable Use Policy. The Fair Use Policy sets the plan-specific allowances and fair-use limits, while the Acceptable Use Policy sets prohibited uses. In the event of any inconsistency, the plan-specific allowance or limit in this Fair Use Policy will apply to the relevant service. All capitalised terms referred to herein shall have the same meaning as is ascribed to them in the Terms and Conditions.

1. Your Plan Overview

Your plan includes:

- In Ireland (Domestic Use):
 - Unlimited data, voice and SMS to Irish and UK numbers (no speed throttling)
- Roaming in the EU/EEA (incl. Ukraine and Moldova), UK and Switzerland:
 - Up to 50GB of data per month
 - Unlimited voice and SMS
- International usage from Ireland:
 - 100 minutes per month to EU/EEA/Ukraine/Brazil/Canada/China/India/New Zealand/Australia/United States/ Switzerland/San Marino/Andorra.
 - Once this allowance is used, you will not be able to make further outbound calls to these destinations until your next billing cycle. You will still be able to always receive incoming calls and SMS from these destinations.
 - Other international usage is not available.

2. Data Fair Use While Roaming

You can use your plan while travelling in the EU/EEA (incl. Ukraine and Moldova), UK and Switzerland at no extra cost. In all cases, the following limits apply:

- Your roaming data allowance is 50GB per month
- If you reach this limit, data will stop until your next billing cycle begins. We will notify you before you reach your limit.
- Roaming outside the EU/EEA, Ukraine and Moldova, UK and Switzerland is not available. Calls, SMS, and data services will not work outside this zone. If you are travelling outside this zone, you should use Wi-Fi or a local SIM/eSIM for connectivity.

3. Roaming Presence and Usage Monitoring

In addition to the fair use limits set out in Section 2, we monitor your overall roaming presence and usage pattern over time in line with EU Regulation (2016/2286) to prevent permanent or semi-permanent roaming. Your plan is intended for primary use in Ireland.

What we look at

TP IRELAND OPERATIONS LIMITED

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Company # 758313



Over a 4-month observation period, we compare:

- Your domestic vs roaming usage; and
- Your presence on the Irish network vs roaming networks.

Acceptable use

You are considered compliant if either of the following applies:

- (a) your domestic use of the Services is greater than your roaming use; or
- (b) you spend more time connected to the Irish network than roaming networks.

4. Misuse Indicators

We may identify potential misuse where there is:

- Long periods with little or no usage in Ireland
- Predominant or continuous roaming usage
- Use of multiple eSIMs mainly for roaming
- Resale or non-personal use of the service

5. What Happens If We Detect Misuse

If your usage appears to fall outside fair use:

1. We will contact you with details
2. You will have 14 days to adjust your usage or provide evidence of compliant use (e.g. residence or regular presence in Ireland)
3. If the issue continues, we may apply proportionate restrictions to roaming services.

We will always act in a fair and transparent manner.

6. Proof of Residence or Stable Link

We may ask you to confirm your eligibility by providing proof of:

- Residence in Ireland; or
- A stable link to Ireland (such as work, study, or regular presence)

7. Additional Information

- Incoming SMS: Free within the roaming zone
- Emergency calls: Always free
- Out-of-bundle usage: Not available (no unexpected charges)
- If you need to contact Customer Care while abroad, please contact us via the Lidl Plus app or email us at customer.services@lidl.ie or call +353 (1) 920 3010

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