



Terms and Conditions

Effective Date: 01-June-2026

1. E-SIM Service

- 1.1 These are the terms and conditions (the “**Agreement**”) for the supply of voice, SMS/MMS/RCS and/or data services (the “**Primary Services**”) as well as any Additional Number (defined below) (Additional Numbers, together with the Primary Services, the “**Services**”) provided by 1GLOBAL Operations (Netherlands) B.V., (“**1GLOBAL**”, “**we**,” “**us**,” “**our**”) to the end users (“**you**,” “**your**”).
- 1.2 When you purchase the Services through Revolut Ltd’s (“**Revolut**”) app, you are entering into a contract with 1GLOBAL Operations (Netherlands) B.V., a company incorporated under Dutch law, registered with the Dutch Chamber of Commerce (KvK) under number 52715469, with Dutch VAT number NL850565558B01, and having its registered office at The Valley, Beethovenstraat 547, South Tower, Level 5, 1083 HK Amsterdam, the Netherlands.
- 1.3 A copy of these terms is available at <https://www.1global.com/legal/revolut/netherlands/terms-and-conditions>
- 1.4 Do not purchase or use the Services if you do not wish to be bound by these terms and conditions. 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 takes effect when you receive our order confirmation or upon activation of the Service, whichever occurs first.
- 2.2 Your Services will be activated immediately after you successfully complete the purchase, provided you have a 1GLOBAL eSIM installed and you are connected to the network.
- 2.3 The duration of your bundle depends on the specific plan you choose at the time of purchase. The duration of the bundle will be communicated to you during the purchase process and described in the contract summary.
- 2.4 You can only use the Services if you also have an active Revolut Personal account. The Services will be unavailable at the same time your Revolut Personal account is closed.
- 2.5 This Agreement remains in full force until terminated by you or by us as permitted under these terms.
- 2.6 Revolut acts on behalf of 1GLOBAL in connection with Services offered through the Revolut app. Any communication made between you and Revolut in the context of customer support or product lifecycle shall be deemed to have been made directly to 1GLOBAL. This includes, without limitation, service-related inquiries and any formal notices permitted under these Terms and Conditions.
- 2.7 The Primary Services renew on a monthly recurring basis on the same calendar day of each subsequent month as the original activation date. For activations on the twenty-ninth (29th), thirtieth (30th), or thirty-first (31st) day of any month, the first billing cycle will end on the twenty-eighth (28th) day of the following month and all subsequent renewals will occur on the twenty-eighth (28th) day of each month thereafter, including in February or in any month where the selected calendar day does not exist. Such variations do not affect the applicable charges for the Primary

Services, unless required by applicable law, in which case charges will be adjusted proportionally.

3. Service Description

- 3.1 We shall provide voice, SMS, and data services based on the capabilities of our eSIM. The eSIM includes an electronic profile that you must download to your device and activate it. 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 this Agreement, the respective Service Description and the Price list, which can be found on <https://www.1global.com/legal/revolut/netherlands/terms-and-conditions>

Availability

- 3.3 We aim to provide high-quality services; however, availability of the Services may be affected by factors beyond our control, such as maintenance, network traffic, or environmental conditions. We will ensure continuity of the Services to the extent reasonably possible and in line with applicable law and service quality standards.
- 3.4 We reserve the right to choose our network operators and technology partners. We may disclose and use your personal data in compliance with our Privacy Policy to deliver the Services. Our Privacy Policy is available at <https://www.1global.com/legal/revolut/netherlands/terms-and-conditions>.

Value-Added Services

- 3.5 Each subscription for Primary Services includes one mobile number, which is your primary number for making and receiving calls and sending SMS. You will be able to call ordinary fixed-line and mobile numbers as part of your subscription. You will also be able to send SMS to mobile numbers. You will not be able to call other non-geographic numbers, premium rate numbers, directory assistance, or send premium rate SMS.
- 3.6 In addition to your primary number, you may purchase additional numbers. You may have up to three (3) active additional mobile numbers linked to your Primary Services (each an “**Additional Number**”) at a time. You may purchase a maximum of three (3) numbers per day and up to ten (10) per year. Additional Numbers can receive calls and SMS but cannot be used for making calls or sending SMS. The numbers constituting an Additional Number can be (i) assigned randomly or (ii) a VIP Number. A monthly fee for each Additional Number, will be specified in our current Price List and presented to you before you confirm your purchase. You may only purchase Additional Numbers if you have active Primary Services. All Additional Numbers expire and are non-refundable if your Primary Services are terminated unless otherwise required by law.
- 3.7 You may purchase a number selected by you from a list of available numbers (a “**VIP Number**”) at the time of purchasing your Primary Service, to be used as your Primary Number (in which case it must be linked to a Primary Service), or after your initial purchase, to be used as an Additional Number linked to your Primary Service (in which case it is subject to the restrictions applicable to Additional Numbers). VIP Numbers are subject to availability and can be purchased for a one-off fee.

Promotional Features

- 3.8 We may make promotional services or features available to you from time to time at no cost to you (“**Promotional Features**”). We shall determine the characteristics of Promotional Features in our sole discretion. 1GLOBAL, or Revolut on 1GLOBAL’s behalf, will publish the characteristics of a Promotional Feature in special terms at the time such Promotional Feature is launched.

Roaming

- 3.9 Your use of the Services while roaming is subject to applicable laws and may incur additional charges.
- 3.10 Roaming is limited to up to ninety (90) days in any country. Prolonged or semi-permanent roaming may lead to suspension of Services. If this happens, you will be notified once you reach your fair use limits and before any surcharges are applied.
- 3.11 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

- 3.12 From time to time, we may need to upgrade, modify, or maintain the Services. During such activities, the Services may be temporarily unavailable. We will make reasonable efforts to minimize disruptions and, where feasible, notify you in advance.
- 3.13 We reserve the right to suspend or terminate voice and SMS Services with reasonable notice to allow you to find a solution, unless notice is unreasonable, in the following circumstances:
- If there is reasonable suspicion that the Services or your connection is being misused or manipulated by third parties;
 - If you materially breach the conditions of usage;
 - In the event of non-payment as described in clause 7.3 of these Terms and Conditions;
 - 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;
 - 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;
 - If we suspect unauthorized or fraudulent use of the Services;
 - If required by a legally binding mandate from a competent governmental, regulatory, or emergency services authority;
 - 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;
 - For emergency or security reasons.

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

- 3.14 We reserve the right to suspend and/or terminate data Services with reasonable notice to allow you to find a solution,

unless notice is unreasonable, in the following circumstances:

- At your request;
- If you fail to meet your payment obligations or are declared bankrupt;
- in the event you commit fraud within the meaning of Article 3:44 of the Dutch Civil Code. You will always receive a written notice and be given a reasonable period to respond;
- upon expiry of the fixed-term agreement for the provision of internet access services, if the agreement is not extended or renewed with your consent;
- in compliance with a legal obligation or a court order;
- in the event of force majeure or unforeseen circumstances within the meaning of Article 6:258 of the Dutch Civil Code;
- if necessary to protect the integrity and security of our network or service, or your peripheral equipment. If prior notice is unreasonable due to urgency, we will inform you of the measures taken as soon as reasonably possible thereafter; or
- if necessary, due to your conduct, to protect the safety of a natural person performing work for us, whether or not under an employment contract.

Monitoring

3.15 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 Dutch Telecommunications Act.

Emergency Services

3.16 Access to emergency services (such as 112) is available free of charge through your eSIM, 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.

3.17 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 help@1GLOBAL.com for assistance.

4. YOUR OBLIGATIONS

4.1 You agree to:

- Use the Services in compliance with this Agreement and applicable laws.
- Configure your device to use the Services.
- Notify us immediately if your device is lost or stolen, to prevent unauthorized usage.

4.2 You must not:

- 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, available at <https://www.1global.com/legal/revolut/netherlands/terms-and-conditions> - under Acceptable Use Policy.
- Use the Services for any fraudulent or illegal activity.

- Resell or commercially exploit the Services.
- Cause harm to our network or disrupt other users' access.

If there is reasonable suspicion that you are misusing the Services or violating clause 4.2, 1GLOBAL is entitled to take the measures necessary to prevent the misuse and/or to terminate the contractual relationship extraordinarily. Measures relating to data services will only be taken in accordance with clause 3.14.

4.3 In cases where fraudulent activity prevents the collection of payment for the Services, we may 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:

- The use of false or misleading information to obtain services which would otherwise not have been obtained.
- Non-payment due to fraudulent banking activities that directly affect the provision of Services under this Agreement.
- Unauthorized use of payment instruments (e.g., stolen cards, identity misuse, unauthorized bank details).

Any suspension or termination will occur after verification by 1GLOBAL, and you will be notified by e-mail with the details and given steps to resolve the issue.

4.4 You are responsible for deleting the eSIM from your device before transferring it to another person. Failure to do so may result in unauthorized access and continued usage of your Services.

4.5 You must follow reasonable security procedures regarding the use of our Services. We may contact you if a security issue arises that could affect your use of the Service or our network.

Lost or Stolen Device

4.6 You must inform us as soon as possible if the device on which the Services are activated is lost or stolen. Please contact us at help@1GLOBAL.com or through Revolut's in-app support. We will take appropriate steps to suspend or block the Services to prevent unauthorized use from the moment we receive your notification. You may be held responsible for any usage only until the time of your notification, unless otherwise provided by law.

Content

4.7 You are solely responsible for all content transmitted using the Services. While we strive to ensure reliable transmission and storage, we cannot guarantee that content will be saved or remain free from loss or corruption. We recommend keeping your own backups to protect your data.

5. PRICES

5.1 The charges associated with the Service will be made available to you before purchase and can be accessed in our [Price List](#). By purchasing the Service, 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 Charges for the first period of an Additional Number purchased will be calculated as follows:
- If you purchase an Additional Number before we collect payment for the next renewal of the Primary Services your charges will be proportional to your period of use from the Additional Number purchase date to the renewal date of your Primary Service. All subsequent charges for the Additional Number will be billed together with the Primary Service.
 - If you purchase an Additional Number after we have collected payment for the upcoming renewal of the Primary Services, but prior to the renewal date, you will be charged only the monthly fee for the Additional Number for the next billing cycle. You will not be charged for the period between the purchase date and the renewal date of your Primary Services. You may begin using your Additional Number immediately. All subsequent charges for the Additional Number will be billed together with the Primary Service.
- 5.4 We reserve the right to increase or make changes to the charges for the Services in accordance with clause 9, which includes your right to receive advance notice and terminate the Agreement without penalty if you do not accept such changes.

6. PAYMENT AND REFUND POLICY

- 6.1 The validity period of the Services begins upon activation and is payable immediately. For each subsequent period, you must pay for the Services seven (7) days in advance of the renewal date (the “**Payment Due Date**”).
- 6.2 Your access to the Services will be automatically suspended upon depletion of your bundle (if applicable) or upon expiration of the validity period, if you cancel the renewal. Payments may be processed through Revolut Pay or other available payment methods.
- 6.3 Since Services are prepaid, they are not subject to deferred payment terms or arrears. Blocking of the Services applies only upon bundle expiration, suspected misuse, or as permitted under clause 4 of this Agreement and applicable Dutch law.
- 6.4 Where applicable calls within the EEA are billed per second after an initial minimum charging period of up to 30 seconds. Where applicable, calls to countries outside the EEA are rounded up to the nearest minute.
- 6.5 Refunds for unused Services are not provided unless required by Dutch law (e.g., defective service, non-performance, or valid withdrawal). Refunds may also be issued at our discretion in individual cases.
- 6.6 Charges for the Services, other than one time charges for VIP Number, are levied on a monthly basis as described in clauses 2.7 and 3.6. The duration of a billing cycle may vary depending on the number of days in the relevant month. Charges remain unchanged where such variation results solely from the length of the calendar month. Where the Primary Services are provided for only part of a billing cycle due to activation, suspension, or termination, any charges for that cycle shall be prorated or refunded in accordance with applicable law. No prorations, adjustments, or refunds shall be made for variations in the number of days in a month, except as required by applicable law.

7. TERMINATION OF SERVICES

- 7.1 All domestic subscriptions operate on a monthly rolling basis, renewing automatically at the end of each billing cycle unless canceled by you. No refunds or prorated adjustments will be provided for cancellations during an active billing cycle, including prepaid bundles, unless required by applicable law (e.g., in cases of service failure).
- 7.2 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.
- 7.3 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 data bundle upon termination; any claims for damages remain unaffected. 1GLOBAL is entitled to terminate this Agreement in particular, if:
- You misuse the Service, including harmful fraudulent activities and harmful excessive use of the Service, if this is not immediately terminated despite a written warning and further adherence to the contract is unreasonable for 1GLOBAL; for reasons of unreasonableness, the warning can be waived in individual cases. Termination of data services shall only occur in accordance with clause 3.14.
 - Your Revolut Personal account is closed, causing you to fail to meet your payment obligations.

Revolut will notify you in writing or electronically on the Payment Due Date of 1GLOBAL's intention to restrict the Services at renewal if you fail to pay any amounts due for the Services. You will have six (6) days from receipt of such notice to settle your payment. If you fail to make the payment within this period, 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.

If, after thirty (30) days from the renewal date, you have not made the payment, 1GLOBAL may suspend all remaining Services, limiting your usage solely to emergency calls. If you still fail to make the payment within an additional thirty (30) days, 1GLOBAL may disconnect your Service and may recycle your number. 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 Service starts on the day the Service is resumed. All notices under this clause will be provided free of charge, either on a durable medium or electronically.

- 7.4 If a bundle is provided under this Agreement and any component of the bundle may be cancelled due to non-compliance with the contractual provisions or failure to provide that component before the end of the agreed contract term, you may cancel the Agreement in respect of all components of the bundle, instead of cancelling only the affected component.
- 7.5 You have the right to withdraw from this Agreement within fourteen (14) days from the date of its conclusion, without giving a reason. If you requested us to begin providing Services before the end of the withdrawal period, any refund will be reduced proportionally to the Services used. 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. Your right of withdrawal does not apply to VIP Number purchases as the service will be fully performed upon a VIP Number being made available to you. A model withdrawal form can be found in our [cancellation policy](#).
- 7.6 You must communicate your desire to cancel the Services in text form (e.g., via email or letter). You may cancel the Services via the Revolut app or by sending an email to support@revolut.com.
- 7.7 If the time associated with your Services has expired, you will no longer be able to use the Services unless you make a further purchase.

7.8 We may terminate this Agreement immediately if we are unable to provide the Services due to unforeseeable technical, legal, or regulatory reasons. In such cases, you will be entitled to a pro-rata refund of any unused prepaid Services.

8. LIABILITY

8.1 This clause sets out our financial liability to you in respect of:

- The provision of the Services;
- any breach of the Agreement;
- any use made by you of the Services;
- 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:

- death or personal injury caused by our negligence;
- fraud or fraudulent misrepresentation;
- liability under the Product Liability Act;
- property damage and financial loss in the event of intent and gross negligence;
- any other liability that cannot be limited or excluded under Dutch law.

8.3 Otherwise, 1GLOBAL is only liable for culpable breach of contractual obligations, 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 within one year of the event that caused the damage. To the extent permitted by applicable law, 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 in accordance with the provisions below.

9.2 Changes that are exclusively to your benefit (such as price reductions or service enhancements), changes that are purely administrative in nature and have no negative impact on you, and changes that are directly required by national or EU law, may be implemented without your consent and do not give rise to a right of termination.

9.3 If we propose any other changes to this Agreement or to the Services (including pricing or availability), we will notify you at least one month in advance on a durable medium. You will be informed of:

- The scope and effective date of the change;
- your right to terminate the Agreement without cost or penalty if you do not accept the change; and
- the deadline for exercising this right, which shall not be shorter than the effective date of the change.

9.4 If you do not terminate the Agreement before the effective date of a change for which you were duly notified of your termination right, the change will be deemed accepted.

9.5 We may change the monthly subscription price to reflect the annual percentage change in the Consumer Price Index (CPI) published by the Dutch Central Bureau of Statistics (“Centraal Bureau voor de Statistiek” or “CBS”) for the previous calendar year. Any adjustment will correspond to the percentage change in the CPI. The CPI

adjustment described in this clause constitutes an objective price adjustment mechanism and does not constitute a contractual modification within the meaning of clause 9.3.

10. NUMBER PORTABILITY AND PROVIDER CHANGE

- 10.1 You can switch to a new provider before or after termination of the 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 service is 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 ten (10) working days, or, in case your request was submitted more than ten (10) days before the contract's expiry, at the latest on the first working day after the end of the contract.
- 10.3 Any interruption to your service during the switching or number portability will be kept to a minimum and should not exceed one (1) working day. Further information is available on our number portability page: <https://www.1global.com/legal/revolut/netherlands/terms-and-conditions> - Portability FAQ.

11. SERVICE DISRUPTION AND REMEDIES

- 11.1 1GLOBAL shall remedy reported disruptions of the services free of charge, unless the customer is responsible for the disruption. If the customer is responsible for the malfunction, 1GLOBAL is entitled to charge the customer separately for the costs incurred.
- 11.2 If it is not possible for 1GLOBAL to remedy the fault within one (1) day after receipt of the report, we will inform you on the following day about the measures taken and the expected end of the fault.
- 11.3 If your use of the Services has been disrupted for more than 12 consecutive hours, you may demand compensation, unless you are responsible for the fault or its continuation, or the complete interruption of the service is the result of a force majeure event, including flood, terrorist attack, or war. The amount of compensation depends on the duration of the disruption and nature of the Services. For pre-paid Services, you will receive a fixed compensation of €0.50 for a disruption lasting more than 12 hours. If the disruption lasts longer than 24 hours, you will receive an additional €0.50 per calendar day affected by the disruption. For all Services, the minimum compensation is always €1.

12. GOVERNING COURT AND COMPETENT COURT

- 12.1 This Agreement shall be governed by and construed in accordance with the laws of the Netherlands.
- 12.2 To settle a dispute with us, you may initiate a dispute resolution procedure with NLconnect Disputes Committee by submitting an application. Furthermore, you may file a complaint with the Authority for Consumers and Markets at <https://www.consuwijzer.nl/doe-uw-melding-bij-acm-consuwijzer>.
- 12.3 We do not participate in dispute resolution proceedings before other consumer arbitration boards.
- 12.4 Any disputes arising out of or in connection with this Agreement shall be subject to the exclusive jurisdiction of the courts in Rotterdam, the Netherlands, unless otherwise required by mandatory consumer protection laws.