



Service Description

This document provides a detailed description of the services offered by 1GLOBAL Operations (Netherlands) B.V. (hereinafter referred to as “1GLOBAL”).

Service Overview

1GLOBAL shall provide the customer with mobile connectivity, voice, SMS and Data services, together with optional additional services set forth herein within the scope of the existing technical and operational capabilities.

The expected time from the download of the eSIM to the activation of the mobile phone connection is up to 24 hours. The customer can check the activation status in the Revolut app.

To transmit communication data and use mobile services, 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. Please note that if your phone is locked to a specific carrier, it will be restricted to connecting only to that network. As a result, you will not be able to use the eSIM service with us.

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

2. Connectivity, Phone Numbers, and eSIM

2.1 Connection and Phone Number

1GLOBAL provides the customer with mobile connectivity services. Except in cases where the customer opts to port an existing mobile number, 1GLOBAL will also assign a new mobile number.

The subscription includes one primary mobile number, which shall be available to the customer to make and receive calls and SMS.

Additional Numbers

In addition to their primary number, customers may purchase additional numbers. Customers may request up to three (3) additional numbers be linked to their subscription per day, with a maximum of ten (10) in total per year. Customers may have a total of three (3) additional numbers linked to their subscription active at any given point. Additional numbers can receive calls and SMS but cannot be used for making calls or sending SMS. The digits constituting an additional number can be (i) assigned randomly or (ii) selected by the customer from a list of available numbers, referred to as “VIP Numbers”. An additional number can only be active if the customer has a valid and current plan for mobile services with 1GLOBAL. Any charges to the customer for additional numbers will be shown to the customer before their purchase request is completed.

VIP Numbers

VIP Numbers are mobile numbers with a distinctive digit sequence selected by the customer. Customers may request a number of their choice from a list of available numbers. A VIP Number can be requested either (i) during the purchase of mobile services, in which case it will be assigned as the customer’s primary mobile number or (ii) at a time later, in which case it will be assigned as an additional number, subject to the limitation that it can only receive calls and SMS and cannot be used for making calls or sending SMS. A VIP Number can only be active if the customer has a valid and current plan for mobile services with 1GLOBAL. Any charges to the customer for a VIP Number will be shown to the customer before their purchase request is completed.

2.2 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 expected activation time for the eSIM profile is up to 24 hours after provisioning. The 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 eSIM, remain with 1GLOBAL. 1GLOBAL reserves the right to replace the content of the eSIM profile due to technical upgrades or necessary modifications.

2.3 Network Services

1GLOBAL offers the following network services:

a) Voice Calls

Customers using a mobile device with an activated 1GLOBAL eSIM profile can make and receive calls within domestic mobile and landline networks. Additionally, to enable voice services, users must select voice service to be provided by the 1GLOBAL eSIM. Calls to international numbers are not covered by this service unless specifically indicated. Calls to premium-rate numbers, non-geographic numbers, and directory assistance are excluded.

b) SMS (Short Message Service)

The SMS service allows customers to send and receive short messages using SMS-compatible mobile devices.

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 Estimated Maximum Data Transmission Speeds

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"), and Regulation (EU) 2022/612 on roaming in public mobile communications networks within the Union, the estimated maximum data transmission speeds are as follows:

- Download speed: up to 300 Mbit/s
- Upload speed: up to 35 Mbit/s

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.

In the event of a continuous or regularly recurring discrepancy between the actual performance of the internet service and the estimated speeds stated in the Contract Summary, the Customer may submit a complaint in accordance with 1GLOBAL's Complaint Handling Code, which can be found at <https://www.1global.com/legal/revolut/terms-and-conditions>.

If the complaint is upheld, 1GLOBAL will apply an appropriate remedy, such as a proportional credit to the service fee, a tariff discount, or other compensation depending on the severity and duration of the issue.

1GLOBAL strives to provide the maximum data transmission speeds indicated under normal network conditions;

however, actual speeds may vary due to factors including device capabilities, network load, location, and environmental conditions. Service is provided with reasonable care and skill. While 1GLOBAL does not guarantee uninterrupted service, it commits to promptly addressing faults and maintaining quality in line with applicable regulatory standards.

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.

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, unless specifically indicated.

4. Network Services

4.1 Emergency Calls

Emergency number 112 can be reached using a mobile device capable of voice telephony and access to a public mobile network, even without an active SIM card or eSIM profile, provided the device is operational. When an emergency call is placed, the emergency call center receives network-based location information, such as the radio cell used to route the call, where technically feasible.

4.2 Comfort Services

a) Call Hold

- An active voice call can be placed on hold.
- While on hold, participants cannot hear or speak to each other, but the connection remains active.

b) Call Waiting

- If call waiting is enabled, an incoming call will be signaled even during an ongoing call.
- Notification of an incoming call depends on the mobile phone settings and may be indicated by a tone signal.

4.3. Faults

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 or email to Revolut.
 - Revolut accepts fault reports:
 - **Monday to Sunday & Public Holidays: 07:00 to 23:00 CET**

5. Service Numbers, SMS Services, and Access Services

- To protect its customers, 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

6. Availability and Service Restrictions

- **Service Availability:**
 - 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 in the Netherlands. 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 and unavoidable external circumstances)
 - Malfunctions (e.g., power supply failures)
 - Network maintenance and upgrades Customers will be notified in advance whenever possible.
- 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 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.
- Where supported by the foreign network, the quality may be comparable to that of the 1GLOBAL mobile network in the Netherlands, but it may vary depending on local network conditions.
- The maximum data transmission speed abroad depends on the capabilities of the foreign network and may differ from that experienced in the Netherlands.

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 neighboring country's network due to signal overlap.
- To prevent unintended roaming charges, customers can disable roaming in their device settings.
- Instructions for disabling roaming can be found in the user manual of the respective mobile device.

7.4 Mandatory Transparency Information

- **Switching Providers:**
 - Detailed explanations on the process of switching providers can be found at <https://www.1global.com/legal/revolut/netherlands/terms-and-conditions>.
- **Broadband Measurement Procedures:**
 - Further information on the procedure for broadband speed measurement is available [here](#).