



Service Description (Leistungsbeschreibung)

1. Service Overview

1.1 1GLOBAL Germany Operations GmbH (hereinafter referred to as “1GLOBAL”) provides customers with mobile connectivity, voice, SMS and data services, together with optional additional services described in this Service Description, within the scope of its existing technical and operational capabilities.

1.2 The expected time from the download of the eSIM to the activation of the mobile phone connection is ordinarily a few minutes or less, but may take up to twenty-four (24) hours. Customers can check the activation status in the Revolut app.

1.3 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, where necessary, additional accessories may be required.

Please note that if your device is locked to a specific mobile network operator, it may be restricted to connecting only to that network. As a result, you may not be able to use the Services provided by 1GLOBAL.

1.4 If 1GLOBAL provides services free of charge beyond the agreed scope of the Services, it reserves the right to discontinue such services with appropriate prior notice.

The customer shall not be entitled to a price reduction, refund or compensation as a result of such discontinuation, nor shall such discontinuation constitute grounds for termination of the Agreement, unless otherwise required by applicable law.

2. Connectivity, Phone Numbers and eSIM

2.1 Connection and Phone Number

1GLOBAL provides the customer with mobile connectivity services.

If the customer chooses to port an existing mobile number, 1GLOBAL will assign a new mobile number.

The subscription includes one primary mobile number, which may be used 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 to be linked to their subscription per day, with a maximum of ten (10) additional numbers per year.



Customers may have a maximum of three (3) additional numbers active on their subscription at any given time.

Additional numbers can receive calls and SMS but cannot be used for making calls or sending SMS.

The digits constituting an Additional Number may either 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 remain active if the customer has a valid and current Primary Service with 1GLOBAL.

Any charges applicable to Additional Numbers will be communicated to the customer before completion of the purchase.

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, subject to availability.

A VIP Number may be requested:

- (i) during the purchase of mobile services, in which case it will be assigned as the customer’s primary mobile number; or
- (ii) after the purchase of mobile services, in which case it will be assigned as an Additional Number and will be subject to the same limitations applicable to Additional Numbers.

A VIP Number can only remain active if the customer has a valid and current Primary Service with 1GLOBAL.

Any charges applicable to a VIP Number, including any one-off fee, will be communicated to the customer before completion of the purchase.

2.2 eSIM

1GLOBAL provides 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;
- is activated within up to twenty-four (24) hours after provisioning; and
- may only be used within the agreed contractual scope.



All intellectual property rights, including any rights relating to software installed on the eSIM, remain with 1GLOBAL.

1GLOBAL reserves the right to replace, update or modify the content of the eSIM profile where necessary due to technical, operational or security requirements.

2.3 Network Services

1GLOBAL offers the following network services:

a) Voice Calls

Customers using a mobile device with an activated 1GLOBAL eSIM profile may make and receive calls within domestic mobile and fixed-line networks, depending on the selected plan.

Where required by the device settings, voice services must be enabled through the 1GLOBAL eSIM profile.

Calls to international destinations, premium-rate numbers, other non-geographic numbers and directory assistance services are excluded unless expressly included in the selected plan.

b) SMS (Short Message Service)

Customers may send and receive SMS messages using SMS-compatible mobile devices.

The SMS service allows customers to exchange short text messages through compatible mobile networks and 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 and network availability.

A compatible mobile device is required to use data transmission services with the applicable network technology.

3.2 Estimated Maximum Data Transmission Speeds

In accordance with Regulation (EU) 2015/2120 and applicable German law, the estimated maximum data transmission speeds are specified in the Contract Summary and applicable product information.

The Contract Summary, Terms and Conditions, Price List or other applicable product documentation may specify different estimated maximum speeds depending on the selected tariff.

Actual speeds may vary depending on:

- network load and coverage;
- device capabilities and configuration;



- location and environmental conditions; and
- the capabilities of third-party networks where applicable.

In the event of significant, continuous or regularly recurring deviations between the actual performance of the internet access service and the estimated speeds stated in the Contract Summary, customers may exercise their statutory rights, including submitting complaints, requesting a price reduction, claiming compensation or terminating the Agreement in accordance with applicable law.

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 will use reasonable efforts to promptly address faults and maintain service quality in accordance 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 share the available bandwidth within a mobile network cell.

The actual transmission speed experienced by a customer depends on various factors, including:

- local availability of mobile network technology (for example LTE or 5G);
- overall network utilisation and internet backbone traffic;
- capacity and utilisation of the relevant radio cell, including the number of users connected at the same time;
- distance from the mobile antenna and customer mobility (for example travelling in a vehicle or train);
- device compatibility, operating system and installed software;
- transmission speeds available from the selected server or content provider; and
- whether the service is used indoors or outdoors.

Network coverage and transmission speeds may be reduced inside buildings due to structural interference.

In the event of temporary or exceptional network congestion, services requiring high bandwidth, including music streaming, video streaming, online gaming or large file transfers, may experience slower performance or limited availability.

b) Effects of Bandwidth Restrictions on Usage and Services



1GLOBAL does not apply bandwidth restrictions unless specifically stated in the selected tariff or product information.

Any applicable bandwidth limitations, fair use thresholds or speed reductions will be communicated in the Contract Summary, Price List or other applicable product documentation.

4. Network Services

4.1 Emergency Calls

Emergency numbers 110 and 112 can be reached free of charge using a mobile device capable of voice telephony and access to a public mobile network, provided that the device is operational and network coverage is available.

When an emergency call is placed, the emergency call centre may receive network-based location information, such as the radio cell used to route the call, where technically feasible and permitted by applicable law.

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 may be signalled during an ongoing call.
- Notification of an incoming call depends on the settings of the mobile device and may be indicated by an audible tone or visual notification.

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 may report faults through Revolut support.

Revolut accepts fault reports:

- Monday to Sunday, including public holidays: 07:00 to 23:00 CET.

5. Service Numbers, SMS Services and Access Services



5.1 To protect customers and ensure compliance with applicable legal and regulatory requirements, certain services may be restricted or blocked by default.

5.2 The following services may be blocked by default:

- third-party and value-added services;
- mobile payment services;
- premium-rate and special service numbers;
- call-through and similar forwarding services;
- premium SMS services.

5.3 Customers may request activation of certain restricted services, subject to technical availability, applicable charges and any legal or regulatory requirements.

5.4 Any charges associated with the activation or use of such services will be communicated to the customer before activation or use of the relevant service.

6. Availability and Service Restrictions

6.1 Service Availability

The Services are provided on a best-effort basis.

Service availability may be affected by network conditions, maintenance activities, technical limitations or unforeseen circumstances beyond the reasonable control of 1GLOBAL.

6.2 Geographical Coverage

Mobile services are available within the reception and transmission range of the mobile networks used by 1GLOBAL in Germany.

Any geographical restrictions are temporary and will only be implemented where technically necessary, including in circumstances such as:

- network capacity bottlenecks;
- system upgrades, including network improvements, relocation of infrastructure or public network integration;
- operational disruptions, including power supply issues; and
- maintenance and repair work.

6.3 Transmission Quality

Service quality may be affected by environmental conditions, geographical factors, building structures, network congestion or other circumstances beyond the reasonable control of 1GLOBAL.



Actual service quality may vary depending on location, device capabilities and network conditions.

6.4 Temporary Interruptions

Interruptions, restrictions or degradation of the Services may occur due to:

- maintenance and repair work;
- technical faults or operational incidents;
- force majeure events; or
- measures necessary to maintain network security, integrity or performance.

Where reasonably possible, customers will be informed in advance of planned interruptions.

6.5 Traffic Management Measures

1GLOBAL may apply traffic management measures where necessary to:

- maintain network performance;
- ensure network security and integrity;
- comply with legal or regulatory obligations; or
- manage exceptional or temporary network congestion.

Any traffic management measures will be implemented in accordance with applicable law and will not unnecessarily affect service quality, privacy or the protection of personal data.

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 Germany, 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 Germany.

7.2 Prerequisites for Data and Mobile Services Abroad

The availability of mobile services abroad depends on:

- the network infrastructure of the foreign provider, including the availability of 4G, LTE or 5G services;
- device compatibility with the foreign network technology; and



- the availability of roaming services in the visited country.

Limitations of Mobile Services Abroad

Mobile services, including voice calls, SMS and data services, are not guaranteed in all countries or regions.

Some services may be partially or entirely unavailable, including:

- limited or no access to mobile data services;
- restrictions affecting voice calls;
- restrictions affecting SMS or messaging services.

Such limitations are more likely to occur in regions where the same mobile network technologies available in Germany are not supported.

7.3 Border Areas and Roaming

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

To prevent unintended roaming charges or unintended network usage, customers may disable roaming through their device settings.

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

7.4 Mandatory Transparency Information

Information relating to provider switching and number portability is available at:

www.1global.com/legal/revolut/terms-and-conditions

Information regarding broadband speed measurement procedures and related transparency requirements is available through the same website or other applicable customer information channels.