

## €15 Family SIM Plan Terms and Conditions

The following terms and conditions of the Tesco Mobile €15 Family SIM Plan (the "Offer") are in addition to and form part of Tesco Mobile's General Terms and Conditions available on [www.tescomobile.ie/about-us/terms/tcs-general.aspx](http://www.tescomobile.ie/about-us/terms/tcs-general.aspx), and Tesco Mobile's Bill pay Terms and Conditions available on [www.tescomobile.ie/about-us/terms/tcs-bill-pay.aspx](http://www.tescomobile.ie/about-us/terms/tcs-bill-pay.aspx)

Note that capitalised words have the same meaning as those specified in the General Terms and Conditions and/or the Bill pay Terms and Conditions.

The Offer is available to existing and new Tesco Mobile subscribers from 17<sup>th</sup> August 2021.

The €15 Family SIM Plan is only available as an add-on to a Tesco Mobile Bill pay account (other than a €15 Family SIM Plan). A maximum of 5 €15 Family SIM Plans can be added to an account. Each €15 Family SIM Plan includes: 300 any network minutes; 300 any network texts; 300 Tesco Mobile to Tesco Mobile minutes; 300 Tesco Mobile to Tesco Mobile texts; and unlimited data, of which you can use 8.13GB for EU data roaming under our fair use policy – see [www.tescomobile.ie/billpayroam](http://www.tescomobile.ie/billpayroam). For domestic usage, in the event that you use your Tesco Mobile to Tesco Mobile minutes/texts but have any network minutes/texts remaining, these will be consumed before out of bundle charges apply

The following services are included in your allowance: (i) calls or texts made or sent in Ireland or while roaming in the EU to standard Irish landlines or 08 numbers allocated to Irish mobile network operators; (ii) intra-EU calls or text messages made or sent while roaming in the EU; and (iii) calls to 1850, 1890, 0818 and 076.

The following services are not included in your allowance: (i) calls or texts made or sent in Ireland or while roaming in the EU to: (a) non-geographic numbers (other than calls to 1850, 1890, 0818 and 076); (b) any number ranges which Tesco Mobile reasonably believes are being used for call forwarding services, onward calling services or numbers that pay a revenue share; (c) premium rate and directory enquiries numbers where special charges apply; and (d) specific numbers or number ranges which we designate from time to time and which are listed on our website; (ii) any chargeable texts you receive; (iii) international calls or texts from Ireland (to EU or non-EU countries) or while roaming in the EU to non-EU countries; and (iv) roaming outside the EU. Once you exceed plan allowances, out of bundle rates apply – see <http://www.tescomobile.ie/charges>. Premium rate SMS/MMS services using the 53XXX-59XXX prefixes are automatically restricted on the €15 Family SIM Plan, however, they can be enabled on request of the Bill pay account holder. See [www.tescomobile.ie/help-centre/your-phone/accessing-services](http://www.tescomobile.ie/help-centre/your-phone/accessing-services) for more information on Premium Rate Services.

A €15 Family SIM Plan runs on a month to month basis unless you provide notice of your desire to end the agreement.

All charges are inclusive of VAT at the then applicable rate, currently 23%.

The Bill pay account holder is the customer in respect of the €15 Family SIM Plans and responsible for the use of the €15 Family SIM Plan in accordance with Tesco Mobile's terms and conditions, and payment of all applicable charges. All usage alerts are sent to the user's device. Tesco Mobile can only take instructions from the Bill pay account holder in relation to the Bill pay account, including the €15 Family SIM Plans.

A single bill will be generated in respect of the Bill pay account and €15 Family SIM Plans, including all users' usage data and applicable charges.

The monthly recurring charge for a €15 Family SIM Plan will be applied to the monthly bill of the Bill pay account holder. Please note that €15 Family SIM Plans are pro-rated i.e. you will receive a pro-rated charge from the date of purchase to your next billing date. The pro-ration is applied only for the first month after purchase until it aligns with the customer's monthly billing cycle. For example, if a customer adds a €15 Family SIM Plan mid bill cycle – we only charge €7.50 and the customer gets the full allowance (e.g 300 any network minutes). A Bill pay account holder may purchase multiple €15 Family SIM Plans within the same billing period subject to the limit of 5 €15 Family SIM Plans per Bill pay account. There is no carry over of allowances from one billing cycle into the next.

If the Bill pay account holder decides to end a €15 Family SIM Plan, any remaining balance will expire on that date. You will receive a prorated charge from the beginning of your current bill cycle to the date which service is ended.

The €15 Family SIM Plan allowances will be available for one month, and after this month will be refilled, unless you have cancelled the plan. Any balance remaining at the end of the month will automatically expire.

If you leave the Network by porting your number you will lose any remaining allowance in your €15 Family SIM Plan. If your Service is suspended or terminated you may lose your €15 Family SIM Plan. No refund for unused allowances will be given.

In the event of non-payment of the bill applicable to the Bill pay account, including the €15 Family SIM Plans, services to all numbers on the Bill pay account, including the €15 Family SIM Plans may be impacted and we may share information relating to the Bill pay account holder and the €15 Family SIM Plan users for the collection of any debts owed on the account. This may include the use of debt collection agencies to collect debts on our behalf or the assignment of debts to a third party company.

The Bill pay account holder will be provided with access to [my.tescomobile.ie](http://my.tescomobile.ie) and the Tesco Mobile App which will display all account information, including €15 Family SIM Plans usage information. The Bill pay account holder will also have the ability to make additional purchases such as add-ons. Should the Bill pay account holder provide any other person with access to [my.tescomobile.ie](http://my.tescomobile.ie) and the Tesco Mobile App, that person will have the same visibility and control.

Should the Bill pay account holder end their Bill pay account, Tesco Mobile reserves the right to end our Agreement in respect of any and all €15 Family SIM Plans.

Payment by Direct Debit is required.

The Bill pay account holder must have a valid Clubcard registered to their own account to add €15 Family SIM Plan(s).

Where the Bill pay account holder wishes to add an existing Tesco Mobile Bill pay customer to the €15 Family SIM Plan, the existing customer must have their account up to date and have completed their Minimum Term.

The Bill pay account holder must be over 18 years of age.

Tesco Mobile reserves the right to withdraw the Offer generally and from any particular customer if objectively justified at any time in line with our terms and conditions.

These terms and conditions may be varied or amended by Tesco Mobile for any reasonable commercial, technical or operational reason.

For further details on all Tesco Mobile plans and full terms and conditions, please visit [www.tescomobile.ie](http://www.tescomobile.ie)

Effective date: 17<sup>th</sup> August 2021