

Contract Change – Effective from 6 March 2024

From 6 March 2024, your out of bundle voice, out of bundle text and call set up rates are increasing as follows:

Proposed Change	From:	To:
Out of Bundle Voice Rate	35c per minute	45c per minute
Out of Bundle Text Rate	15c per SMS	20c per SMS
Call Set-up Rate	9c per call or 7c on Simply Value	12c per call

For the avoidance of doubt, these changes do not affect your qualifying top up amount or allowances.

We are also introducing an administrative charge of €10 in the event that you apply for a prepay credit refund. Each change above is hereby notified to you individually.

For more information, you can contact us as follows:

- Online chat [here](#)
- Visit our retail stores
- Call 1903
- Write to us at Tesco Mobile Ireland, Butlerstown IDA, Cork Road, Waterford, making sure to include your phone number or account number

Under Regulation 89 (7) of the European Communities (Electronic Communications Code) Regulations 2022 an operator shall not less than one month prior to the date of implementation of any proposed contractual change, notify its subscribers to that service of the proposed change and where applicable, their right to withdraw without penalty from such contract if they do not accept the change. A proposed contractual change may entitle a subscriber to withdraw from such contract without penalty unless said change is: (i) exclusively to the benefit of the subscriber; (ii) if of a purely administrative nature and has no negative effect on the subscriber; or (iii) is directly imposed by law. If you wish to exercise your right under Regulation 89 (7) please contact us on 1903 before the effective date.

Information correct as at 24 January 2024. If you have made any changes to your account after this time they will not be reflected in the above.

Notification date: From 24 January to 2 February 2024 inclusive