

1. Why this information is important

This document sets out the terms and conditions of sale (the “**Conditions of Sale**”) for data plans with eSIM (“**eSIM Data Plans**”) purchased through the Revolut app and governs the relationship between you and Revolut Payments Australia Pty Ltd ABN 21 634 823 180 (“**Revolut**”, “**we**”, “**our**” or “**us**”) in relation to the eSIM Data Plans. These Conditions of Sale apply in addition to any other terms and conditions that apply to you as a customer of Revolut, including the [Personal Terms](#).

2. Our role

We market and facilitate the sale of eSIM Data Plans as an agent of TP Global Operations Australia Pty Ltd ABN 13 156 361 867 (“**1GLOBAL**”). 1GLOBAL is the service provider of the eSIM Data Plans. We also act on 1GLOBAL’s behalf to collect payment and provide certain administrative assistance throughout the lifecycle of the eSIM Data Plans.

By purchasing an eSIM Data Plan you are entering into an agreement with 1GLOBAL (“**Terms of Service**”), which can be accessed [here](#) (the respective 1GLOBAL entity providing the service in your country of residence is set out in the Terms of Service). Please read this carefully to familiarise yourself with the terms and conditions applicable prior to purchasing an eSIM Data Plan.

3. What is an eSIM offered through the Revolut app?

An eSIM is a digital SIM card downloaded onto your device. Through the Revolut app, you can purchase eSIM Data Plans and connect your device to mobile networks around the world without needing to change physical SIM cards.

An eSIM Data Plan provides data coverage only. It does not provide voice coverage or a local phone number. You can use your eSIM for data roaming, while still using any existing SIM for voice.

4. Purchasing an eSIM Data Plan through the Revolut app

Only certain customers will be offered eSIM Data Plans in the Revolut app. We check your eligibility, including the compatibility of your device to support an eSIM. For each new eSIM Data Plan, we will make clear the price, the amount of data, the period of validity and the included countries prior to your purchase.

eSIM Data Plans can only be used on the device that they were purchased on (you cannot use them on another device, even if you've downloaded the Revolut app on that device). **For Australia, you can have up to 4 active SIMs (including eSIMs) at any time. You confirm that activation of your eSIM will not result in you having 5 or more activated prepaid mobile carriage services.**

When you purchase an eSIM Data Plan through the Revolut app the fee for the eSIM Data Plan is payable to 1GLOBAL. We will debit the fee from your main Revolut Personal account in your base currency. For Australia, Revolut Payments Australia Pty Ltd will debit the required amount in AUD.

We will provide you with the underlying payment services. As a Revolut user, you have rights and obligations under the [Personal Terms](#) that apply to your Revolut Personal account in relation to these payment services.

5. Downloading your eSIM and activating your Data Plan

After you purchase an eSIM Data Plan, 1GLOBAL will provide an eSIM for the device used to make the purchase. Once your eSIM is ready you will be able to install this from the Revolut app.

Each time you purchase an eSIM Data Plan, we let 1GLOBAL know and they activate a corresponding data plan for your device's eSIM (except where the below paragraph applies).

Where you have an existing eSIM Data Plan and you purchase a new one for the same country/region, activation of your new plan is delayed until the previous plan expires (validity period ends or data allowance runs out). For example, if you have an existing plan for France and purchase a new plan for France, your new French plan will only activate once your existing French plan expires.

6. Using your eSIM Data Plan

To allow your eSIM to function as intended, you should ensure that your device settings are configured correctly using the instructions we provide you within the Revolut app.

Any active eSIM Data Plan will connect automatically when you are in a country included in your plan and you have network coverage. Where you have multiple active plans, the most local eSIM Data Plan has priority in the following order:

- any country-specific plan (eg. France);
- any regional plan (eg. a plan covering all of Europe); then
- any global plan.

For example, if you have an existing plan in both France and Europe, and you consume data through your eSIM when in France, you will use your allowance from your France-specific eSIM Data Plan.

You can track your active eSIM Data Plans, your connection status and remaining data within the Revolut app.

1GLOBAL provides its service on an "as is" and "as available" basis. In the event that we suspect fraud or misuse in respect of your eSIM Data Plan, your access may be suspended. You have certain obligations that you must follow in respect of the use of your eSIM Data Plan and 1GLOBAL may suspend your service in certain circumstances. Further information can be found in the [Terms of Service](#).

7. Pricing

Pricing of the eSIM Data Plans is variable. Live pricing can be viewed in the Revolut app. In app pricing is inclusive of taxes and charges. The fee is payable at the time of purchase (even if the eSIM Data Plan is not due to activate until a later date).

8. Cancellation and Refunds

You may cancel an active eSIM Data Plan within 14 days of the date of purchase by contacting us via Support. You may request a proportionate refund for unused service only where:

- the relevant eSIM Data Plan has not already expired; and
- you have not used more data than necessary to inspect the quality of the service (i.e. 500MB maximum).

You may also request a proportionate refund for unused service by contacting us via Support where it can be verified that there was a network or technical failure that prevented 1GLOBAL from providing the service.

9. Data Protection

Revolut and 1GLOBAL are acting as independent parties when processing your personal information to provide you with eSIM Data Plans. You acknowledge that the provision and sharing of your personal information is essential to provide these services to you, and consent to the use and disclosure of your personal information by us, accordingly.

When you purchase an eSIM Data Plan through the Revolut app, we will share your country of residency with 1GLOBAL to allow it to calculate sales tax (or other goods or services tax), as well as information on the Data Plan you have purchased. When addressing your customer support requests, we may share information relating to it with 1GLOBAL. We may also share additional identity verification related data where 1GLOBAL requires it (for example, to share such information with a law enforcement authority to meet their legal obligations). 1GLOBAL will hold and process your personal information in accordance with its own [Privacy Policy](#).

Revolut will process all personal information obtained as a result of your use of the eSIM Data Plans in compliance with the [Privacy Policy](#) that applies to your Revolut Personal account.

Please refer to the Terms of Service for information on [1GLOBAL's Privacy Policy](#) which provides information on your personal information processing carried out by 1GLOBAL.

10. Making a complaint about your eSIM Data Plan

You can raise any complaints or feedback relating to your experience with the eSIM Data Plans via in-app Support.

Where the complaint relates to 1GLOBAL's services under the Terms of Service, for example availability or disruption of service, we may liaise with or pass the complaint to 1GLOBAL regarding the resolution as this will be deemed a complaint against them. You may also raise complaints directly to 1GLOBAL via the Telecommunications Industry Ombudsman at <https://www.tio.com.au/complaints> or by calling 1800 062 058. Revolut isn't liable for any disputes or claims that may occur between you and 1GLOBAL.

11. Australian Consumer Law

Any products, goods or services that you purchase from 1GLOBAL through the Revolut app is subject to their applicable terms and conditions. If you have any issues or questions about the products, goods or services, you should raise them with 1GLOBAL directly.

However, to the extent that you acquire services from us as a consumer within the meaning of Schedule 2 to the *Competition and Consumer Act 2010* (Cth) (the "**Australian Consumer Law**"), you have certain rights and remedies (including consumer guarantee rights) that cannot be excluded, restricted or modified by agreement (including the Terms).

Nothing in the agreement excludes, restricts or modifies any such rights you may have under the Australian Consumer Law.

To the extent that the Australian Consumer Law permits us to limit our liability, then our liability is limited to in the case of services, supplying the services again or payment of the cost of having the services supplied again.

12. What else should I know?

Revolut reserves the right to change, modify and/or supplement these Terms from time to time to protect our legitimate interests. We also reserve the right to cease the marketing and distribution of eSIM Data Plans at our sole discretion at any time. If we exercise these rights in a way that is detrimental to you in your capacity as Customer, we will provide you with: a) reasonable notice where possible; and b) if applicable, the opportunity to receive a proportionate refund for unused service where the relevant eSIM Data Plan has not already expired.

Events beyond the control of Revolut may occur that impact the availability of the eSIM Data Plans. Accordingly, Revolut will not be liable for any loss, whether directly or indirectly suffered, as a result of an event outside of its control.

If we have reasonable grounds to believe that you have engaged in any fraud or material abuse in relation to eSIM Data Plans (for example, using an eSIM Data Plan for an illegal purpose) we may in our sole discretion take any actions we see fit in the circumstances.

Any disputes arising out of or in connection with these Terms can be dealt with by the Courts of the State of Victoria. Any disputes in relation to the services of 1GLOBAL should be dealt with in accordance with the 1GLOBAL [Terms of Service](#).