

# Data Plans with eSIM - General Conditions of Sale (1GLOBAL)

*A copy of these Conditions of Sale are available to you [here](#) in a durable format, allowing you to download and save it for your future records.*

*These terms were updated on 8 August 2024 and apply to all eSIM Data Plans agreed from this date onwards. You can find previous versions of these terms [here](#).*

## 1. Important information about our role

This document sets out the terms and conditions of sale (the **"Conditions of Sale"**) for data plans with eSIM provided by 1GLOBAL (**"eSIM Data Plans"**) purchased through the Revolut app. It also sets out other important things that you need to know.

We, Revolut Ltd (**"Revolut"**), market and facilitate the sale of eSIM Data Plans as an agent of TP Global Operations Limited and 1GLOBAL Operations (Netherlands) B.V. (**"1GLOBAL"**), depending on your country of residence. 1GLOBAL is the service provider of the eSIM Data Plans. We also act on 1GLOBAL's behalf to 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.

## 2. What is an eSIM offered through the Revolut app?

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

Your eSIM provides data coverage. 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.

## 3. 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). You can have up to 15 active eSIM Data Plans on each of your devices at any time.

When you purchase an eSIM Data Plan through the Revolut app the fee for the eSIM Data Plan is payable to 1GLOBAL. The Revolut entity that provides you with your Revolut Personal account will debit the fee from your main Revolut Personal account in your base currency.

The Revolut entity that you hold an account with 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.

#### 4. 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.

#### 5. 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 plan has priority (country first, then region, then global). For example, if you have an existing plan in both France and Europe, and you consume data through your eSIM in France, you will use your allowance from your plan in France.

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. 1GLOBAL may suspend your service in certain circumstances. Further information can be found in the Terms of Service.

### **Extended Billing**

In the event that you require a full breakdown of your data usage for any one of your eSIM Data Plans please reach out to Support through the Revolut app.

## **6. 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).

### **Included data with your Ultra Plan**

If you are an Ultra Plan customer, each month you will have access to a 30 day eSIM Data Plan (“**Ultra eSIM Data Plan**”), which you can activate on one of your devices in the Revolut app. You will see the amount of data and the countries/regions included prior to activation (such allowance is subject to change on a monthly basis). Where you do not activate your Ultra eSIM Data Plan in any given month it will be lost.

If you downgrade your Ultra Plan within 14 days after having activated your Ultra eSIM Data Plan, we will charge you for the data used proportionately to the price of an equivalent paid eSIM Data Plan. You will also no longer have access to your Ultra eSIM Data Plan following downgrade.

## **7. 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 can use [this cancellation form](#), but it’s not obligatory). 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.

## **8. Data Protection**

Revolut and 1GLOBAL are acting as independent data controllers when processing personal data to provide you with eSIM Data Plans.

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, 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 is required to share such information with a law enforcement authority to meet their legal obligations. 1GLOBAL will become an independent controller of this data.

Revolut will process all personal data obtained as a result of your use of the eSIM Data Plans in compliance with the [Customer Privacy Notice](#) 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 data processing carried out by 1GLOBAL.

## 9. 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. Revolut isn't liable for any disputes or claims that may occur between you and 1GLOBAL.

## 10. Legal bits and pieces

### **English law applies**

The laws of England and Wales apply to these Conditions of Sale.

### **Taking action against us**

If you want to take action against 1GLOBAL, please refer to the Terms of Service for information on your rights. Revolut isn't liable for any disputes or claims that may occur between you and 1GLOBAL.

If you want to bring a claim against us in the courts, the courts of England and Wales will be able to deal with any questions relating to these Conditions of Sale. If your Revolut Personal account is registered with an address outside of England and Wales, you can bring a claim in the courts which are local to you.

If you want to take legal action against the Revolut entity that provides you with your Revolut Personal account in relation to the underlying payment services, legal action can be brought in the courts of England and Wales for Revolut Ltd customers. If you are a Revolut Bank UAB user legal action can be brought in the courts of the Republic of Lithuania or (for branch customers) in the competent court indicated in your

Personal terms. You may also bring an action in the courts of any EU member State where you have a statutory right to bring legal action.

**Amendment to these Conditions of Sale**

We reserve the right to amend these Conditions of Sale at any time, such changes will apply to eSIM Data Plans purchased after that date.