

## Clear Mobile €14.99 Price Plan

*Customers who signed up to their Clear Mobile price plan before 10 June 2021 will continue to avail of €12.99 per month pricing.*

These terms govern your use of your Clear Mobile €14.99 price plan (your “Plan”) and they apply in addition to and form part of the **Clear Mobile General Terms** and any additional service conditions you have signed up to (together; the “Terms”). If there is any conflict between the Terms then the order of precedence is: these Plan terms, followed by the Clear Mobile General Terms. All prices include VAT unless otherwise stated.

**1. Your Plan:** Your Plan costs €14.99 for 30 days and includes:

- 1.1. Unlimited data (maximum speed 5 Mbps) in Ireland with no fair usage allowance;
- 1.2. Unlimited calls and texts to any network in Ireland; and,
- 1.3. Unlimited calls, texts and 10GB data while roaming in the EEA.

Unused allowances within the Plan do not carry over from month to month. For any use outside of the above; you will be charged out of plan charges set out below.

**2. Duration:** Your Plan is for a 30 day minimum term which you cancel at any time by contacting us with 30 days notice.

**3. Your Mobile Speed:** Mobile data speed limits apply to your Plan. The maximum speed you will experience on your device is 5Mbps. You are not guaranteed to experience this maximum speed; the actual speed you experience will depend on a number of factors, including location, network coverage, network signal and technical or operational reasons.

**4. Using this Plan:** You must use our Services for private, personal, and legitimate consumer purposes only. If we are of the opinion that your usage is contrary to these principles; for example if your usage is excessive to the extent that it is negatively impacting the our Network, or if your usage constitutes commercial or fraudulent use or is in breach of the law; we reserve the right to suspend, at our absolute discretion, modify or restrict use of the service or to disconnect you from our Network. We will make reasonable efforts to contact you before suspending or terminating the Services but we are not liable for any loss you may suffer through any suspension covered by this condition.

**5. Unlimited Calls**

5.1. Your “Unlimited Calls” allowance applies to the following minutes when in Ireland or roaming in the EEA for:

- a) Calls to Clear Mobile numbers (On-net and On-net Home);
- b) Calls to other Irish mobile network or Irish fixed line numbers (Cross-net and Cross-net – Home);
- c) Calls to 1850, 1890, 0818, or 076 non-geographical numbers; and,
- d) Calls to your Voicemail.

5.2. Inclusive calls will apply when roaming in the EEA for calls to Ireland and EEA mobile numbers and landlines.

5.3. Your allowance is subject to a fair use threshold of 45,000 minutes per billing period. Any usage over the threshold will be charged at the out of plan rates set out below.

5.4. Your allowance does not include: calls to premium rate numbers, non-geographic numbers (with the exception of calls to Irish 1850, 1890, 0818 and 076 numbers), international calls, calls made while Roaming outside the EEA, calls to other 'special numbers' such as directory enquiries or numbers beginning with 0700 and any other call types.

**6. Unlimited Texts**

6.1. Your “Unlimited Texts” allowance applies to the following texts when in Ireland or roaming in the EEA for:

- a) Texts to Clear Mobile numbers (On-net and On-net Home); and,
- b) Texts to other Irish mobile network numbers (Cross-net and Cross-net – Home).

6.2. Inclusive Texts will apply when roaming in the EEA for texts to EEA mobile numbers.

6.3. Your allowance is subject to a fair use threshold of 10,000 texts per billing period. Any usage over the threshold will be charged at the out of plan rates below.

6.4. Your allowance does not include: MMS (Multimedia Messaging Services) or texts to Landlines, international texts, texts sent while roaming outside the EEA, premium rate numbers, non-geographic numbers, texts to any other 'special numbers' such as directory enquiries or numbers beginning with 0700 and any other texts.

7. **Unlimited Data** Your “Unlimited Data” allowance will apply when in Ireland and when roaming in the EEA. When roaming in the EEA your data allowance is subject to a fair use allowance of 10GB per billing period in accordance with the EU Roaming Regulations. When you exceed your fair use allowance while roaming in the EEA, a surcharge rate will apply; see Zone 1 (EEA) rate below.
8. **Out of plan Charges:** If you exceed your Plan allowance or you use services not included in your Plan allowance; these are subject to charges as set out below. Calls and texts are charged per minute or per text (unless otherwise stated). A standard text consists of 160 characters from the standard GSM character set.

<b>MMS</b>	€0.30/text
<b>Domestic SMS (After fair use threshold is exceeded)</b>	€0.15/text
<b>Domestic Voice (After fair use threshold is exceeded)</b>	€0.30/min
<b>All Directory Enquiries</b>	€2.99 connection fee & €2.99 /min
All out of plan Charges are subject to the following <b>Spend Caps</b> :	
<b>First out of plan Charges Spend Cap</b> (per billing cycle). <i>You can request this spend cap to be removed by contacting us on our Website via live chat.</i>	€30.00
<b>Data Roaming Spend Cap</b> (per billing cycle) <i>You can request this spend cap to be removed by contacting us on our Website via live chat.</i>	€50 (ex-vat)
<b>Maximum out of plan Charges Spend Cap</b> (per billing cycle)	€300.00

9. **Roaming Charges:**

Charge Type	Zone 1 (EEA)	Zone 2	Zone 3	Zone 4
Voice (per min In/ Out/ Voicemail)	€0.00	€1.99	€1.99	€2.99
SMS (out)	€0.00	€0.39	€0.39	€0.39
EEA Roaming Fair Use Data	10GB	-	-	-
Data (rate per MB)	€0.0036 (where 10GB exceeded)	€0.03	€0.10	€0.10

**Roaming Zones:**

Please note Zone 2 data rates apply to countries marked with (\*)

Zone 1			
Austria	Germany	Malta	United Kingdom
Belgium	Greece	Netherlands	Gibraltar
Bulgaria	Hungary	Norway	Liechtenstein
Croatia	Iceland	Poland	Guernsey
Cyprus	Isle of man	Portugal	Switzerland
Czech Rep	Italy	Romania	Curacao
Denmark	Jersey	Slovakia	Saint Maarten
Estonia	Latvia	Slovenia	Guadeloupe
Finland	Lithuania	Spain	Reunion, La
France	Luxembourg	Sweden	Saint Kitts and Nevis
			Suriname

Zone 2			
Albania	Kosovo	Montenegro	Serbia
Andorra	Macedonia	Russia	Turkey
Belarus	Moldova	San Marino	Ukraine
Bosnia Herzegovina	Monaco		

**Zone 3**

Anguilla	Canada*	Grenada	Paraguay
Antigua	Cayman Island	Guatemala	Peru
Argentina	Chad	Guyana	Puerto Rico
Aruba	Chile	Haiti	Saint Lucia
Bahamas	Columbia	Honduras	Saint Vincent
Barbados	Costa Rica	Jamaica	Trinidad and Tobago
Belize	Cuba	Mexico*	Turks & Caicos
Bermuda	Dominica	Montserrat	Uruguay
Bolivia	Dominican Republic	Nicaragua	USA*
Brazil*	Ecuador	Panama, Republic of	Venezuela
British Virgin Islands	El Salvador		
<b>Zone 4</b>			
Afghanistan	Ethiopia	Libya	Sao Tome and Principe
Algeria*	Falkland Islands, Malvinas	Macau	Saudi Arabia*
American Samoa	Faroe Islands	Madagascar	Senegal
Angola	Fiji	Malawi	Seychelles
Armenia, Republic of	French Polynesia	Malaysia*	Sierra Leone
Australia*	Gabon	Maldives	Singapore*
Azerbaijan, Republic Of	Gambia	Mali	Solomon Islands
Bahrain	Georgia	Mauritania	Somalia
Bangladesh	Ghana	Mauritius	South Africa*
Benin	Greenland	Micronesia, Federated States Of	South Sudan
Bhutan	Guam	Mongolia	Sri Lanka*
Botswana	Guinea	Morocco*	Sudan
Brunei Darussalam	Guinea-Bissau	Mozambique	Syria
Burkinia Faso	Hong Kong*	Myanmar	Taiwan
Burundi	India*	Namibia	Tajikistan
Cambodia*	Indonesia*	Nepal	Tanzania
Cameroon	Iran	New Caledonia	Thailand*
Cape Verde	Iraq	New Zealand*	Timor L'Este
Central African Republic	Israel	Niger	Togo
Chad	Japan*	Nigeria	Tonga
China*	Jordan	Norfolk Islands	Tunisia*
Comoros	Kazakhstan	Oman	Turkmenistan
Congo	Kenya	Pakistan	Uganda
Congo, Democratic Republic Of	Kiribati	Palau, Republic of	United Arab Emirates*
Cook Islands	Korea, Republic of	Palestine, State Of	Uzbekistan
Cote D'Ivoire	Kuwait	Papua New Guinea	Vanuatu
Djibouti, Republic of	Kyrgyzstan	Philippines*	Vietnam
Egypt*	Lao, People's Democratic Republic	Qatar*	Wallis And Futuna
Equatorial Guinea	Lebanon	Rwanda, Republic Of	Yemen
Eritrea	Lesotho	Saint Pierre Et Miquelon	Zambia
Eswatini (Swaziland)	Liberia	Samoa	Zimbabwe

## 10. International Charges (including Premium and Satellite):

<b>International SMS</b>	€0.07/text
<b>International Voice</b> (Countries in each zones listed below):	
Zone A	€0.23/min
Zone B	€0.50/min
Zone C	€1.10/min
Zone D	€2.50/min
Satellite/Maritime	€11.00/min

### International Calling & SMS Zones

<b>ZONE A</b>			
Andorra	Finland	Liechtenstein	Romania
Austria	France	Lithuania	San Marino
Belgium	Germany	Luxembourg	Slovakia
Bulgaria	Greece	Malta	Slovenia
Croatia	Greenland	Monaco	Spain
Cyprus	Hungary	Netherlands	Sweden
Czech Republic	Iceland	Norway	Switzerland
Denmark	Italy	Poland	United Kingdom
Estonia	Latvia	Portugal	Vatican City
Faroe Islands			
<b>Zone B</b>			
Albania	Dominica	Malawi	Sri Lanka
Algeria	Dominican Republic	Malaysia	St. Kitts and Nevis
Anguilla	Egypt	Martinique	St. Lucia
Antigua & Barbuda	French Guiana	Mexico	St. Vincent Grenadines
Argentina	Georgia	Moldova	Suriname
Armenia	Grenada	Morocco	Taiwan
Australia	Guadeloupe	Netherlands Antilles	Tajikistan
Australia	Hong Kong	New Zealand	Thailand
Azerbaijan	India	Nigeria	Thailand
Azerbaijan	Indonesia	Pakistan	Trinidad and Tobago
Bahamas	Iran	Palestine	Tunisia
Bahrain	Iraq	Philippines	Turkey
Bangladesh	Israel	Puerto Rico	Turkmenistan
Barbados	Jamaica	Puerto Rico	Turks and Caicos Islands
Belarus	Japan	Reunion	Ukraine
Bermuda	Kuwait	Russia	United States of America
Bosnia & Herzegovina	Kyrgystan	Saint Maarten	Uzbekistan
Brazil	Lebanon	Saudi Arabia	Vietnam
Canada	Libya	Singapore	Virgin Islands
Cayman Islands	Macedonia	South Africa	Yugoslavia

China	Malawi	South Korea	Zimbabwe
Czech & Slovak FR			
<b>Zone C</b>			
Jordan	Oman	Syria	United Arab Emirates
<b>Zone D</b>			
Rest of the World			

## 11. Premium Rate Services

Premium number	Cost
1512	39c per call
1513	70c per call
1514	90c per call
1515	€1.20 per call
1516	€1.80 per call
1517	€2.50 per call
1518	€3.50 per call
1520	25c per minute
1530	50c per minute
1540	70c per minute
1550	€1.20 per minute
1559	€1.09 per minute
1560	€1.69 per minute
1570	€2.19 per minute
1580	€2.95 per minute
1590	€3.50 per minute
1598	€3.50 per minute
1599	€3.50 per minute

## 12. Additional Charges: Additional charges may apply in certain circumstances as set out below:

- 12.1. **Activation Fee:** €14.99 payable on sign up to activate your Service;
- 12.2. **Failed Payment Fee:** €10 fee will be applied when your direct debit payment fails;
- 12.3. **Reconnection Fee:** €25 fee will be applied if you need to reactivate your service;
- 12.4. **Replacement SIM Card:** €5 fee per sim. This will be applied to your next bill; and,
- 12.5. **Additional Copy Paper Bill:** You can request an additional paper copy of your bill, a €6 fee will be charged per bill requested. This will be applied to your next bill. Alternatively; you can access, download and/or print a copy of your last 12 months bills on your Clear Mobile Account for free.

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