

Clear Mobile €12.99 Price Plan

Effective from 20 March 2025, this plan will be available to new customers.

These terms govern your use of your Clear Mobile €12.99 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 €12.99 for 30 days and includes:

- 1.1. Unlimited data in Ireland with no fair usage allowance;
- 1.2. Unlimited calls to any network in Ireland;
- 1.3. 10,000 Anytime texts to any network in Ireland; and,
- 1.4. Unlimited calls, 10,000 Anytime texts and 23GB 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: The estimated maximum attainable 5G download internet speed is 25Mbps and upload internet speed is 5Mbps and the estimated maximum attainable 4G download internet speed is 10Mbps and upload internet speed is 3Mbps. 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 issues.

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. Anytime 10,000 Texts

- 6.1. Your “Anytime 10,000 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 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 23GB 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.

MMS	€0.30/text
Domestic SMS	€0.15/text
Domestic Voice (After fair use threshold is exceeded)	€0.30/min
All Directory Enquiries	€2.99 connection fee & €2.99 /min
All out of plan Charges are subject to the following Spend Caps :	
First out of plan Charges Spend Cap (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
Data Roaming Spend Cap (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)
Data Roaming Spend Cap (per billing cycle) <i>You can request this spend cap to be removed by contacting us on our Website via live chat.</i>	€100 (ex-vat)
Maximum out of plan Charges Spend Cap (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	23 GB	-	-	-
Data (rate per MB)	€0.0013211 (where 23 GB exceeded)	€0.03	€0.10	€0.10

Roaming Zones:

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

Zone 1			
Austria	Hungary	Norway	Guernsey
Belgium	Iceland	Poland	Switzerland

Croatia	Isle of man	Portugal	Curacao
Cyprus	Italy	Romania	Saint Maarten
Czech Rep	Jersey	Slovakia	Guadeloupe
Denmark	Latvia	Slovenia	Reunion, La
Estonia	Lithuania	Spain	Saint Kitts and Nevis
Finland	Luxembourg	Sweden	Suriname
France	Malta	United Kingdom	Ukraine
Germany	Moldova	Liechtenstein	

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

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		

Zone 4			
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
Burkina 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):

International SMS	€0.07/text
International Voice (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

ZONE A			
Andorra	Finland	Lithuania	San Marino
Austria	France	Luxembourg	Slovakia
Belgium	Germany	Malta	Slovenia
Bulgaria	Greece	Moldova	Spain
Croatia	Greenland	Monaco	Sweden
Cyprus	Hungary	Netherlands	Switzerland
Czech Republic	Iceland	Norway	Ukraine
Denmark	Italy	Poland	United Kingdom
Estonia	Latvia	Portugal	Vatican City
Faroe Islands	Liechtenstein	Romania	
Zone e B			
Albania	Dominica	Malawi	Sri Lanka
Algeria	Dominican Republic	Malaysia	St. Kitts and Nevis
Anguilla	Egypt	Martinique	St. Lucia
Antigua & Barbuda	Czech & Slovak FR	Malawi	Suriname
Argentina	French Guiana	Mexico	Taiwan
Armenia	Georgia	Morocco	Tajikistan
Australia	Grenada	Netherlands Antilles	Thailand
Australia	Guadeloupe	New Zealand	Thailand
Azerbaijan	Hong Kong	Nigeria	Trinidad and Tobago
Azerbaijan	India	Pakistan	Tunisia
Bahamas	Indonesia	Palestine	Turkey
Bahrain	Iran	Philippines	Turkmenistan
Bangladesh	Iraq	Puerto Rico	Turks and Caicos Islands

Barbados	Israel	Puerto Rico	United States of America
Belarus	Jamaica	Reunion	Uzbekistan
Bermuda	Japan	Russia	Vietnam
Bosnia & Herzegovina	Kuwait	Saint Maarten	Virgin Islands
Brazil	Kyrgystan	Saudi Arabia	Yugoslavia
Canada	Lebanon	Singapore	Zimbabwe
Cayman Islands	Libya	South Africa	
China	Macedonia	South Korea	
Zone C			
Jordan	Oman	Syria	United Arab Emirates
Zone D			
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:** €12.99 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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