

An Post Mobile,  
The Exo Building,  
North Wall Quay,  
Dublin 1,  
D01 W5Y2

### Contact Customer Services



0818 789 789



[care@anpostmobile.ie](mailto:care@anpostmobile.ie)

**anpost**  
**mobile**

## An Post Mobile Contract Summary

- This contract summary provides the main elements of this service offer as required by EU law.<sup>1</sup>
- It helps to make a comparison between service offers.
- Complete information about the service is provided in other documents.

### Services

- Mobile voice and data services of the Data, Calls & Text €15 or €18 Plan.
- Top up by €15 to receive 25GB Data, 3000 minutes, 3000 texts for use in ROI, (Note: Top up by €18 to receive 120GB, 3,000 minutes, 3,000 texts) with fair usage of 25GB Data, 250 minutes and 250 texts to use in EU Roaming and United Kingdom.

### Speeds of the Internet Access Service and Remedies

Network Type	Estimated Maximum Download	Estimated Maximum Upload
4G	10Mbps	3Mbps

Where your mobile number has had several or re-occurring unresolved technical issues for poor / intermittent connections or continuous slow internet service speeds, and this is verified by a monitoring mechanism certified by ComReg or to An Post's satisfaction, then you shall be entitled to terminate your contract without penalty. If you are experiencing an issues relating to data speeds contact Customer Service team on [care@anpostmobile.ie](mailto:care@anpostmobile.ie) or call **0818 789 789**.

### Price

4G	10Mbps
• Activation Price:	€0
• Monthly Price Plan: €15/€18 An Post Mobile	€15 or €18 as per your choice
• Total (Including VAT)	€15 or €18 as per your choice

## Duration, Renewal and Termination

- Contract Minimum Term 0 months. The contract commences from date of service going live.
- Contract renews on each €15/ €18 or more top up.
- **Prepay service:** By continuing to top up every 28 days or if set up on Auto-Top up expiry of 31 days applies.

## Features for End-Users with Disabilities

An Post services are designed for end-users and in particular are intended to be compliant with the European Union (Accessibility Requirements of Products and Services) Regulations 2023. Please see [our website](#) or contact [accessofficer@anpost.ie](mailto:accessofficer@anpost.ie) for information on the products and services for customers with individual requirements.

## Other Relevant Information

The customer acknowledges that this contract relates to a consumer plan and if they proceed to enter a contract in relation to the plan they will not be treated as a Taxable Person for the purposes of section 2 of the Value Added Tax Consolidation Act 2010.

<sup>1</sup> Article 102(3) of Directive (EU) 2018/1972 of the European Parliament and of the Council of 11 December 2018 establishing the European Electronic Communications Code (OJ L 321, 17.12.2018, p. 36).