

Post Pay

My Contract

1. *How and where can I find the terms and conditions of my contract?*

- At the time of signing up;
 - When you sign up to a Bill Pay contract with iD, we provide you with your contract at the point of sale, which includes a full list of our terms and conditions.
 - Should you sign up online, your contract will be sent to you in the post with your order.
- During the lifetime of the contract;
 - We would encourage all our customers to hold on to their contract for reference during the lifetime of the contract. If a customer has mislaid their contract and would like to refer to the terms and conditions, they can do so at any time by visiting our website, idmobile.ie. All terms and conditions can be accessed here: <https://www.idmobile.ie/terms-and-conditions>.

2. *Where are the charges for the phone and service listed, including the reasons and amounts?*

- Each month, on the last day of the month, your monthly charges for the phone (if applicable) and the service provided are calculated and your invoice is produced. You will be notified as soon as your invoice is ready and it will be available for you to view the detail in MyiD (<https://my.idmobile.ie>). Your invoice will break out all charges as follows:
 - The cost of your plan, which includes the cost of your minutes, text and data bundles
 - The service charges not included in your plan, i.e. Add-ons, International Calls, International Texts, Premium Rate Services, Premium SMS Service, Terminating Calls While Roaming.
 - Phone charge – if you have a phone on your account, the monthly charge will be listed on your monthly invoice until such a time as the phone is paid off
 - Your activity itemised – all calls, texts and data use are listed and it clearly shows which items are included in your bundle amounts and which are charged separately

Phone

3. *Do I own the phone that I entered into the contract for? If not, when will I own it?*

- Yes. If you choose to purchase a phone from iD and pay for it monthly you are signing up to an Agreement between you and us for the purchase of the Equipment by way

of your Deferred Payments Plan. By completing the Application Process, you confirm that you understand and accept the terms and conditions of this Agreement.

- This Agreement is a separate agreement to the iD Services Agreement and does not deal with the supply of airtime and other services from us to you.
- You agree to pay the Purchase Price of the phone by way of the Deferred Payments Plan using Direct Debit and, in return, ownership of the Equipment shall pass to you once the Agreement is binding and effective.
- iD offers contract terms for Equipment of 12 months, 18 months or 24 months so you can choose how long you want the agreement to be and this will determine the amount of your monthly payments.
- An account statement for your Deferred Payments Plan will be incorporated into your monthly invoice to be sent to you.
- Once the purchase price of the phone has been paid off fully, you will no longer be charged any equipment payments and your monthly invoice will simply show your charges for airtime and any other services.

4. *If I exit the contract early (before the end of the minimum term), do I own my phone?*

- Because iD separates the iD Equipment Agreement (i.e. the phone agreement) from the iD Services Agreement, the balance owed on the phone will always be determined solely by the outstanding balance of the Purchase Price, i.e. the full purchase price less any upfront or instalment payments that you have already made.
- If you wish to cancel your contract early, before the end of the agreed term, then you will be required to pay in full within 21 days the outstanding balance of the Purchase Price, i.e. the full purchase price less any upfront or instalment payments that you have already made. Once this payment has been made, you will own your phone outright.

5. *If I exit the contract early, will I owe anything further to own the phone?*

- If 18 months early
- If 12 months early
- If 6 months early
 - Because iD separates the iD Equipment Agreement (i.e. the phone agreement) from the iD Services Agreement, the balance owed on the phone will always be determined solely by the outstanding balance of the Purchase Price, i.e. the full purchase price less any upfront or instalment payments that you have already made.
 - If you wish to cancel your contract early, before the end of the agreed term, then you will be required to pay in full within 21 days the outstanding balance of the Purchase Price, i.e. the full purchase price less any upfront or instalment payments that you have already made.

6. *If I exit the contract early, is an early termination fee owed for the phone and the service? If so how is this calculated for each?*

- Because iD separates the iD Equipment Agreement (i.e. the phone agreement) from the iD Services Agreement, the balance owed on the phone will always be determined solely by the outstanding balance of the Purchase Price, i.e. the full purchase price less any upfront or instalment payments that you have already made.
- Your iD Services Agreement for your airtime service is a 30-day SIM-only agreement and can be cancelled at any time with 30 days' notice.
- If you do choose to cancel your iD Services Agreement, then you will be required to pay in full within 21 days the full outstanding balance of the Purchase Price of your phone.

Restrictions

7. *Are there restrictions on my use of my phone on other networks?*

- Your phone ('Equipment') will be locked for use on the iD Network and when roaming for the duration of this Agreement.
- The phone ('Equipment') will be unlocked, on request, when the full amount of the Purchase Price has been paid in full, you meet our unlocking requirements – see below - and there are no outstanding amounts payable under the iD Service Agreement.
- During the course of this Agreement, you must not permit your phone ('Equipment') to be unlocked via any unauthorised manner (i.e. other than by us or the Equipment manufacturer).

8. *How can I unlock my phone so that I can use it on another network?*

- You must contact us if you want your phone ('Equipment') unlocked and we can arrange unlocking in an authorised manner.
- You must meet the following unlocking requirements:
 - You must have served their contract length and paid off the phone in full to get the unlock code
 - If you want to leave before your contract completion date, we require that you pay the remainder of your phone repayments to obtain the NAC code.
 - The phone must be bought directly from iD or from an iD approved reseller e.g. Carphone Warehouse in order for us to supply a NAC code.
 - NAC codes are not available if you have ported/disconnected from us for more than 6 months.
 - If there is more than 1 phone on the account, each phone repayment must be paid in order to obtain the NAC code.
- Prior to us arranging for your phone ('Equipment') to be unlocked, you must ensure that you back-up or otherwise store separately any of your information or other data on the phone, as this may be lost during the phone unlocking process.

9. Is there a charge for unlocking my phone, and, if so, why?

- There is no charge for unlocking your phone ('Equipment').

10. Where can I find information on the process and charges for unlocking my phone?

- Any further information you may need regarding the process for unlocking your iD phone can be found in the Support section of our website – idmobile.ie.

11. Who do I contact to unlock my phone?

- Should you wish to unlock your phone, please contact us directly on 1747 from an iD phone or 089 700 1747.

12. How long will it take to unlock my phone successfully?

- In most cases the unlock code can be provided immediately and directly to you by our Care agent. In certain cases, it may take up to between 3-5 working days.

PrePay

My Contract

1. *How and where can I find the terms and conditions of my contract?*

- At the time of signing up
 - When you sign up to Prepay with iD, you can access our Terms & Conditions on [idmobile.ie/terms-and-conditions](https://www.idmobile.ie/terms-and-conditions)
- During the lifetime of the contract
 - All terms and conditions can be accessed here: <https://www.idmobile.ie/terms-and-conditions>.

2. *Do I own the phone that I entered into a contract for? If not when will I own it?*

- When you purchase a Prepay phone from iD, you purchase the phone outright, paying the full purchase price, and therefore you own that phone straight away.

3. *Are there restrictions on my use of the phone on other networks?*

- Your phone ('Equipment') will be locked for use on the iD Network and when roaming.
- The phone ('Equipment') will be unlocked, on request, when you meet our unlocking requirements as follows:
 - On Prepay, you must have spent a minimum of €50 on top-up during your time with iD.
 - The phone must be bought from an iD, Carphone Warehouse or a Carphone Warehouse approved reseller in order for us to supply a NAC code. Otherwise we will not have the code.
 - NAC codes are not available if you have ported/disconnected from us for more than 6 months.

4. *How can I unlock my phone so that I can use it on another network?*

- You must contact us if you want your phone ('Equipment') unlocked and we can arrange unlocking in an authorised manner.
- The phone ('Equipment') will be unlocked, on request, when you meet our unlocking requirements as follows:
 - On Prepay, you must have spent a minimum of €50 on top-up during your time with iD.
 - The phone must be bought from an iD, Carphone Warehouse or a Carphone Warehouse approved reseller in order for us to supply a NAC code. Otherwise we will not have the code.
 - NAC codes are not available if you have ported/disconnected from us for more than 6 months.

- Prior to us arranging for your phone ('Equipment') to be unlocked, you must ensure that you back-up or otherwise store separately any of your information or other data on the phone, as this may be lost during the phone unlocking process.

5. *Is there a charge for unlocking my phone, and if so why?*

- There is no charge for unlocking your phone as long as you meet our unlocking requirements (above)

6. *Where can I find information on the process and charges for unlocking my phone?*

- Any further information you may need regarding the process for unlocking your iD phone can be found in the Support section of our website – idmobile.ie.

7. *How long will it take to unlock my phone successfully?*

- In most cases the unlock code can be provided immediately and directly to the you by our Care agent. In certain cases, it may take up to between 3-5 working days.

8. *Who do I contact to unlock my phone?*

- Should you wish to unlock your phone, please contact us directly on 1747 from an iD phone or 089 700 1747.