BetterRoaming Electronic-SIM ("eSIM") and Data Plan Terms and Conditions

Effective date: 01/10/2026

1. Introduction

1.1 These terms and conditions form a legally binding agreement ("Agreement") between you and 1GLOBAL Operations (Netherlands) B.V., a company duly incorporated under the laws of the Netherlands, registered under company number 52715469, having its registered office at The Valley – Beethovenstraat 547, South Tower, Level 5, Amsterdam 1083HK, Netherlands ("1GLOBAL", "we", "us" or "our"). 1GLOBAL provides the BetterRoaming service directly to you; no intermediary, agent or reseller is involved in your purchase or your contractual relationship with us.

1.2 This Agreement governs your purchase and use of a prepaid data service (each a "Data Plan") delivered via an electronic-SIM profile ("eSIM Profile") for use on a compatible personal device ("Device"), marketed under the BetterRoaming brand (the "Service").

1.3 Please read this Agreement carefully and retain a copy for your records, as it applies throughout your use of the Service. The current version is always available at www.betterroaming.com/legal, and a copy is available to you in a durable format so you can download and save it.

1.4 If you do not wish to be bound by this Agreement, you must not purchase or use the Service.

1.5 BetterRoaming is a trading name of 1GLOBAL Operations (Netherlands) B.V. and its affiliates. All source code, databases, eSIM Profiles, software, functionality and other materials, content or interfaces made available through the Service, including audio, video, text, photographs and graphics ("Content"), and the trade marks, service marks and logos contained in them ("Marks"), are owned or controlled by, or licensed to, 1GLOBAL and are protected by copyright, trade mark and other intellectual property laws. No part of the Content or Marks may be copied, reproduced, aggregated, republished, uploaded, posted, publicly displayed, encoded, translated, transmitted, distributed, sold, licensed or otherwise exploited for any commercial purpose without 1GLOBAL's prior written permission, except as expressly permitted by this Agreement.

2. The eSIM Profile

2.1 Installation, Activation and Device Compatibility

2.1.1 Installing and activating the eSIM Profile on your Device is a prerequisite to using a Data Plan. You may install the eSIM Profile before purchasing a Data Plan, for example by scanning a QR code.

2.1.2 You must have an unlocked Device that supports eSIM technology. You are responsible for checking your Device's compatibility before purchase at Check if Your Device Supports eSIM. We do not guarantee compatibility with every device and do not offer refunds where the eSIM Profile or a Data Plan cannot be used because of Device limitations or incompatibility, without prejudice to your statutory right of withdrawal under Section 9.

2.2 eSIM Profile Licence

2.2.1 When you install the eSIM Profile, we grant you a limited, personal, non-exclusive, non-transferable, non-sublicensable and revocable licence to download, install and use it solely to access the Service on a compatible Device. The eSIM Profile and all related software, provisioning data and technical configurations remain our property or licensed technology at all times, and we reserve all rights not expressly granted to you.

2.3 Use and Management

2.3.1 We may revoke or restrict this licence, and suspend, deactivate or otherwise manage the eSIM Profile and associated network credentials, at any time as necessary to protect our network, comply with applicable law, or prevent fraud, misuse or abuse.

2.4 Retention and Removal

2.4.1 The eSIM Profile may remain installed on your Device even if you do not purchase a Data Plan, or after a Data Plan has expired or been fully used.

2.4.2 You may remove the eSIM Profile at any time via your Device settings — the exact steps depend on your Device manufacturer and operating system. Do not remove it until any Data Plan has been exhausted or has expired, or the Data Plan will stop working. It is your responsibility to delete the eSIM Profile before passing your Device to another person; if you do not, they will be able to use the remaining balance of your Data Plan.

2.4.3 The eSIM Profile licence terminates automatically on the earliest of: (a) deletion or removal of the eSIM Profile from your Device, by you or by us; or (b) termination of this Agreement for any reason. Once the licence ends, you must stop using the eSIM Profile.

2.5 Functionality and Compatibility

2.5.1 Once installed, and after any Data Plan has expired or been fully used, we make no representation about the eSIM Profile's continued functionality or compatibility, without prejudice to your mandatory statutory rights.

3. The Service and Data Plans

3.1 Availability

3.1.1 We offer Data Plans that are valid in specific countries or regions and intended for short-term or occasional use, not as a replacement for a permanent domestic subscription.

3.1.2 Data Plan availability may vary by location, regulatory requirement or network coverage, and we may restrict, modify or withdraw Data Plans in certain jurisdictions at our discretion.

3.1.3 We provide the Service in cooperation with third-party mobile network operators and roaming partners and will use commercially reasonable efforts to make Data Plans available to you; actual availability depends on the capacity, coverage and connectivity those third parties provide.

3.1.4 Service performance may be affected by circumstances beyond our reasonable control, including your location being outside the coverage of our network providers or outside the territories covered by your Data Plan, Device limitations, regulatory or governmental requirements, adverse weather, radio interference, physical obstructions, or failures or congestion on third-party networks we do not operate or control.

3.1.5 We may select, change or replace our network operators, infrastructure providers and technology partners at our discretion, and deliver the Service using the technical means we consider appropriate for our operational and business requirements.

3.2 Speed and Usage

3.2.1 Estimated maximum data speeds are: 3G — download up to 1 Mbit/s, upload up to 0.1 Mbit/s; 4G — download up to 10 Mbit/s, upload up to 1 Mbit/s; 5G — download up to 50 Mbit/s, upload up to 5 Mbit/s. Actual speeds vary with the network you are roaming on, your location, Device capability and network congestion at the time of use.

3.2.2 Your remaining Data Plan allowance is reduced as you use the Service. Each data session is calculated and rounded up to the nearest kilobyte.

3.2.3 If you purchase a Data Plan described as "unlimited", your use remains subject to our Acceptable Use Policy and Fair Use Policy. To protect network quality and availability for all users, we may apply restrictions on data speed, prioritisation or usage where your usage is excessive or adversely affects network performance.

3.2.4 The remaining balance shown in your BetterRoaming account (Settings > Mobile/Cellular Data > Manage BetterRoaming Account, or the equivalent within the BetterRoaming app) is conclusive of your remaining Data Plan.

3.3 Maintenance and Faults

3.3.1 We or our service providers may carry out maintenance, upgrades or technical changes that may temporarily affect your ability to use the Service. Where reasonably practicable, we will seek to minimise disruption and give advance notice of planned maintenance, including via www.betterroaming.com.

3.3.2 If a fault occurs, we will use reasonable efforts to remedy it promptly once we become aware of it or you notify us. Temporary interruptions may occur while a fault is investigated or resolved.

4. Roaming

4.1 The Service is intended for temporary use while travelling and not for use on a permanent or semi-permanent basis in any country. If you use the Service in a single country for a continuous period of more than 90 days, we may suspend your Service after notifying you.

4.2 Your use of the Service in each country may be subject to local laws and regulations. You are responsible for complying with those laws and regulations, and we are not liable for your failure to comply with them.

4.3 Local network operators or local laws may restrict or suspend roaming in some countries earlier than the 90-day period set out in clause 4.1. Where this happens, it is outside our control and we are not liable for any resulting interruption to the Service.

5. Purchasing, Activation and Term

5.1 You purchase Data Plans directly from us via www.betterroaming.com or the BetterRoaming app. We do not sell the Service through resellers, agents or other intermediaries; your contract for the Service is always directly with us.

5.2 We will provide your eSIM Profile activation details immediately after your purchase is confirmed and paid for. Activation is typically instant, unless you have selected a delayed-activation option, in which case your Data Plan commences when activation actually occurs.

5.3 This Agreement takes effect on the earlier of (a) your completing a purchase of the Service, or (b) your being given access to the network, and continues in full force and effect until properly terminated as permitted by this Agreement.

5.4 Your Data Plan remains valid for the period specified at the time of purchase and ends automatically once its allowance is fully used or its stated validity period expires, whichever is earlier, unless this Agreement is terminated earlier in accordance with its terms.

6. Auto-Renewal

6.1 Data Plans do not renew automatically unless you expressly enable auto-renewal at the time of purchase, where that option is offered. The renewal trigger, frequency, duration and any limits to auto-renewal will be specified to you at the time of purchase. You may switch off auto-renewal at any time through your account. Your current Data Plan remains active until the end of its data allowance or validity period, after which you will need to purchase a new Data Plan.

7. Pricing, Prepayment and Payment

7.1 The price of each Data Plan is displayed to you before you complete your purchase and, unless stated otherwise, includes applicable VAT and similar taxes. All Data Plans are provided on a prepaid basis and full payment is required before we make a Data Plan available. Where we offer you a complimentary or promotional Data Plan, no cash or monetary alternative is available.

7.2 Payment for your Data Plan may be collected by us directly or by an authorised payment processor acting on our behalf.

7.3 We may revise our pricing from time to time. Updated pricing will be published on www.betterroaming.com or otherwise communicated to you and will apply only to Data Plans purchased after the change takes effect; it will not affect Data Plans you have already purchased or activated.

8. Statutory Right of Withdrawal

8.1 If you are a consumer purchasing a Data Plan in the European Union or the United Kingdom, you have a statutory right to withdraw from this Agreement without giving a reason within fourteen (14) days of the purchase date of the relevant Data Plan. If you are a consumer purchasing a Data Plan in Brazil, you have the statutory right to withdraw from this Agreement without giving a reason within seven (7) days of the purchase date of the relevant Data Plan.

8.2 If you ask us to activate a Data Plan during the withdrawal period and it is partially or fully used before that period ends, you acknowledge that the value of the Data Plan is reduced accordingly, and any refund may be reduced pro rata to reflect the proportion of the allowance used or the validity period elapsed, depending on the structure of the Data Plan.

8.3 Any refund due following a valid withdrawal will be made without undue delay and, in any event, no later than fourteen (14) days from the date we are informed of your decision to withdraw, using the same payment method as your original purchase unless you have expressly agreed otherwise. No additional fee will be charged for the refund.

8.4 To exercise your right of withdrawal, notify us of your decision by a clear and unequivocal statement, sent to support@betterroaming.com or via our service desk at https://support.jira.1global.com/servicedesk/customer/portals. You may, but need not, use the model cancellation form available at model cancellation form. We will acknowledge receipt of your cancellation on a durable medium, such as email, without delay. To meet the deadline, it is enough that you send your notice before the withdrawal period has expired.

9. Your Obligations

9.1 You are responsible for configuring your Device so that it can properly use the eSIM Profile and any Data Plan, in compliance with our instructions, your Device supplier's instructions and applicable regulations. The Service is not intended for content storage, and you are responsible for retaining your own copies of any content transmitted using it.

9.2 You agree, represent and warrant that you:

(a) are not located in, ordinarily resident in, or accessing the Service from, a country or territory subject to trade sanctions or embargoes imposed by the United States, the European Union or other applicable authorities;

(b) are not listed on any sanctions, prohibited-party or restricted-party list maintained by the United States, the European Union or other relevant governmental authority;

(c) will use the eSIM Profile and Service in compliance with this Agreement and with our Acceptable Use Policy and Fair Use Policy, available at www.betterroaming.com;

(d) will not use the eSIM Profile or Service for any fraudulent or unlawful purpose, nor to send any communication of an abusive, obscene, harassing or menacing nature;

(e) will not use the eSIM Profile or Service to commit or facilitate the commission of a crime or other unlawful act;

(f) will not act in a way that may affect or impair the operation of any network used or operated by us;

(g) will not send or upload anything that infringes a third party's intellectual property rights;

(h) are solely responsible for all content, information and communications transmitted using the Service;

(i) will only use the eSIM Profile and Service for your own personal use, and will not sell, resell, lease, sub-lease or otherwise deal commercially with them;

(j) will only use the eSIM Profile and Service for the purposes and in the manner expressly permitted by this Agreement, and in accordance with the applicable laws of your home nation, your country of residence, or the country in which you are present while using the Service;

(k) will provide us with whatever proof of identity we may reasonably request; and

(l) will comply with all reasonable security procedures and standards we communicate to you from time to time.

10. Lost or Stolen Devices

10.1 You must inform us immediately if the Device on which the eSIM Profile and Data Plan are activated is lost or stolen, by emailing support@betterroaming.com. You remain responsible for usage of the eSIM Profile and any Data Plan on that Device until you notify us. We will take all reasonable action to cancel the Service and any associated eSIM Profile on a lost or stolen Device within seventy-two (72) hours of notification, subject to verification.

11. Suspension and Termination

11.1 Suspension or Termination by Us

11.1.1 We may suspend or terminate this Agreement, in whole or in part, immediately, where necessary to:

(a) comply with law, including a court order or an order of a governmental or regulatory authority;

(b) prevent fraud or misuse — if we receive a credible complaint, notification or report alleging misuse, abuse or unauthorised use of the eSIM Profile or Service, we may suspend your use pending a reasonable investigation;

(c) protect the security or integrity of our network or that of any third-party supplier;

(d) respond to unavoidable operational, technical, security or emergency circumstances affecting the Service;

(e) address your material breach of this Agreement or any policy expressly incorporated into it;

(f) respond to your failure to provide information or documentation needed to comply with a legal or regulatory obligation, including identification or know-your-customer requirements; or

(g) respond to your breach of any representation or warranty given under Section 9.2.

11.1.2 No refund or compensation is payable for any unused Data Plan suspended or terminated under this Section, subject to your mandatory statutory rights. Where practicable, and where your breach is capable of remedy, we will give you notice and a reasonable opportunity to remedy it before terminating.

11.1.3 We will restore your access to the eSIM Profile and any Data Plan once the circumstances giving rise to suspension have been resolved or no longer apply, where reasonably practicable.

11.2 Termination by You

11.2.1 You may terminate this Agreement, and request a proportionate refund for any unused Data Plan, where we are unable to provide the Service to you or are in material breach of this Agreement, in each case for reasons not attributable to you.

12. Warranty and Liability

12.1 We do not provide any warranty or representation about the eSIM Profile or the Service beyond those expressly set out in this Agreement, except to the extent required by law. Nothing in this Agreement excludes or limits any statutory right relating to conformity, performance or remedies that

cannot be excluded under applicable consumer law, and this Agreement does not affect any mandatory statutory rights or remedies available to you as a consumer.

12.2 This Section sets out our entire financial liability to you (including for the acts or omissions of our employees, agents, consultants and subcontractors) in respect of: the provision of the Service; any breach of this Agreement; your use of the Service; and any representation, statement or tortious act or omission, including negligence, arising under or in connection with this Agreement.

12.3 Nothing in this Agreement excludes or limits any liability that cannot, as a matter of law, be limited or excluded, including liability for death or personal injury caused by our negligence, or for fraud or fraudulent misrepresentation. Subject to that, we are not liable to you for any indirect or consequential loss, or for any loss of profit, revenue, contracts, data, goodwill or similar loss, and our liability to you in connection with the Service is limited to losses that were reasonably foreseeable at the time of purchase and, in aggregate, to the total amount you paid us for the Service in the twelve (12) months preceding the event giving rise to the claim.

12.4 We are not responsible for the deletion, corruption or failure to store any content transmitted using the eSIM Profile or Service, including where this arises from network transmission, Device limitations or other technical factors beyond our reasonable control.

12.5 We are not liable for any failure or delay in providing the Service that is caused by your acts or omissions, including your providing incorrect information, by network failure, outage or congestion, by power failure, or by events beyond our reasonable control, including strikes, lock-outs or other industrial disputes, acts of God, war, terrorist activity, malicious damage, compliance with any law or governmental order, or default by our suppliers or subcontractors.

12.6 You are liable for any damage caused to us, our networks or systems, or to any third party, by your use or misuse of the eSIM Profile or Service, including where this occurs following loss or theft of your Device, and you will compensate us for that damage.

13. Monitoring and Use of Service Data

13.1 We may monitor, collect and process information relating to your use of the eSIM Profile and Service to the extent reasonably necessary to: (a) operate, administer, maintain, secure and improve the Service; (b) detect, investigate and prevent fraud, misuse or unauthorised activity; or (c) comply with applicable legal, regulatory or contractual obligations.

13.2 Information processed under this Section may be disclosed where required by applicable law or a lawful request, to competent governmental, regulatory or law-enforcement authorities, or where necessary to protect the security, integrity or operation of our network or that of our service providers. Any such disclosure will be carried out in accordance with applicable data protection, privacy and confidentiality law. Please see our Privacy Policy at www.betterroaming.com for further information about how we handle your personal data.

14. Changes to this Agreement

14.1 We may change this Agreement and will give you notice of any variation, directly or by posting an update at www.betterroaming.com, except where the variation is (a) exclusively to your benefit, (b) of a purely administrative nature, or (c) required by applicable law. Other than in those cases, we will normally give you at least 30 days' notice by email or another durable medium before the change takes effect; if we do not, you may terminate this Agreement without incurring further cost during that notice period.

14.2 You will be treated as having accepted a variation if you continue to use the Service once the updated Agreement is available to you via www.betterroaming.com.

15. Complaints

15.1 If you have a complaint or feedback about the Service, contact us at support@betterroaming.com or via our service desk at https://support.jira.1global.com/servicedesk/customer/portals.

15.2 We maintain a Code of Practice for Complaint Handling, describing how complaints are managed and how you can escalate a complaint that cannot be resolved through customer support, available at Code of Practice for Complaint Handling.

15.3 If you are a consumer based in the European Economic Area, you can also use the European Commission's online dispute resolution platform at http://ec.europa.eu/consumers/odr. We are not obliged to use an alternative dispute resolution entity to resolve disputes with consumers.

16. Governing Law and Jurisdiction

16.1 This Agreement is governed by the laws of the Netherlands and subject to the jurisdiction of the courts of Amsterdam.

16.2 You will not lose the standard of protection given to you by the mandatory consumer law of your country of residence as a result of the governing law and venue set out above. If you are acting as a consumer, you are entitled to bring proceedings in the courts of your country of residence, and if we wish to enforce any of our rights against you as a consumer, we may do so only in the courts of the jurisdiction in which you reside.

17. General

17.1 We may assign our rights and obligations under this Agreement to a third party.

17.2 Our failure to enforce any right under this Agreement does not amount to a waiver of that right.

17.3 If any provision of this Agreement is found unenforceable, the remaining provisions will continue in full force and effect.

17.4 This Agreement, together with any document expressly referred to in it or provided to you when you take out or accept the Service, represents the entire agreement between you and us in relation to the Service. Contracts may be concluded in English only, and no public filing requirement applies.

17.5 Any third-party provider of a licensed application you use as part of the Service is a third-party beneficiary of this Agreement and, once you accept it, has the right to enforce it against you as such.

17.6 We provide the Service on an "as available" basis and take all reasonable steps to make it available to you, subject to our and our service providers' network capacity and connectivity; we do not warrant fault-free operation or any particular level of network coverage, quality or availability.