

# How to access unlimited mobile data for your smartphone

Subject to Level 5 restrictions, mobile providers have confirmed they will continue to provide learners with affordable unlimited mobile data packages during this time.

What if I am on a contract?

You are allowed to move to another plan without penalty.

How can I choose this offer?

All you need to do is contact your mobile provider and say you want to move to an unlimited data plan. This guide explains more.

Does this offer apply to all plans?

No. Please note some prepay plans may not be included in this offer.

Step 1:

## How do I get unlimited mobile data?

### 1 Contact your mobile provider

You should contact your mobile provider first by web chat as phone lines are busy.



Hi, I am using my mobile to complete course work. I was told I could move on to an unlimited data plan to help with my studies. Can you help me?

I was told I would not have to pay for this change. Is this correct?

## Step 2:

If your provider does not offer you a new plan with unlimited data, contact ComReg

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### Contact the Commission for Communications Regulation (ComReg)

You can reach them by:

- Phone 01 804 9668
- Email [consumerline@comreg.ie](mailto:consumerline@comreg.ie)
- Webchat (This may be the the easiest way)
- Go to their Got a Question webpage for more information



Before speaking to ComReg, have the following information ready:

- Your full name
- Your mobile provider's name
- The date you contacted your provider
- The reason your provider told you they could not offer you unlimited data

## Step 3:

If you need further support, ring AONTAS

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### Ring AONTAS

You can reach us at 1 800 303 669

We can help walk you through this process.

