

# How to access unlimited mobile data for your smartphone

Given the recent nationwide level 5 restrictions announced, 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

2

### 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

3

### Ring AONTAS

You can reach us at 1 800 303 669

We can help walk you through this process.

