

# Is Your Mobile Data Plan Preventing You From Learning?

Mobile providers have agreed to assist learners who, due to financial issues associated with COVID-19, cannot pay for the extra mobile data to complete their courses.

## How can I choose this offer?

All you need to do is contact your mobile provider and explain you are currently taking a course and have financial issues paying for extra mobile data due to COVID-19.

## I cannot access this support. What do I do?

Please contact ComReg for assistance and to report your experience. This guide explains more.

Step 1:

## How do I get unlimited mobile data?

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### 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 and I am concerned that I don't have the ability to pay for it.

Can you help me find a solution?

## Step 2:

If your provider does not offer you an affordable solution that meets your needs, contact ComReg to seek further assistance and to report your experience.

### 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 was not able to help you

## Step 3:

If you need further support, ring AONTAS.

### 3 Ring AONTAS

You can reach us at our Freephone Helpline,  
9am - 5pm: 1 800 303 669  
We can help walk you through this process.



Email: [mail@aontas.com](mailto:mail@aontas.com)  
Freephone: 1 800 303 669



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