

A STEP-BY-STEP GUIDE TO ACCESSING UNLIMITED MOBILE DATA

As part of the COVID-19 response, Irish mobile data providers announced that customers can avail of an affordable unlimited mobile data access package from now until 30th June 2020. You can read this response in full [here](#).

Who is entitled to this offer?
Anyone who relies exclusively on their mobile data to access the internet for their educational work.

What if I am on a contract?
You are allowed to move to another plan without penalty from now until 30th June 2020

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.



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

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?

If your provider does not offer you a new plan without data limits, you should move to step 2

2

Contact the Commission for Communications Regulation

You can reach them here:

<https://www.comreg.ie/queries-complaints/got-a-question/>

You can have a web chat with a representative. Be sure to provide the following information:



- 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

If you need further support, please move to step 3

3

Ring AONTAS

You can reach us at 1 800 303 669

We can help walk you through this process.



Email: mail@aontas.com
or Freephone: 1 800 303 669.