

**Service:** GoMo

GoMo, 2 Heuston South Quarter  
St Johns Road West  
Dublin 8.D08 Y42N

**Contact:** visit [gomo.ie/contact](http://gomo.ie/contact)

**Date:** Valid from 05/01/2026

### Contract summary

- This contract summary provides the main elements of this service offer as required by EU law<sup>1</sup>.
- It helps to make a comparison between service offers.
- Complete information about the service is provided in other documents.

### Services and equipment

- Go More – Unlimited\* calls, texts + data + Roaming FUP 23GB data allowance

\*Unlimited minutes & SMS allowances where applicable are subject to a fair usage allowance of 45,000 minutes and 10,000 SMS. Minutes and SMS apply to usage within the ROI and EEA zone countries. Roaming allowances are subject to fair usage limits. Excludes Premium, International and roaming outside of the EEA zone. For a full breakdown of fair usage policies click here: [www.gomo.ie/pricing](http://www.gomo.ie/pricing)

### Speeds of the internet service and remedies

To see estimated Mobile Internet speeds, please visit our [coverage map](#) and [terms and conditions](#).

In the event of any continuous or regularly recurring discrepancy between the actual performance of the Service and the speeds set out, you may be entitled to remedies up to and including the right to exit the contract without penalty where the relevant facts in relation to the actual performance of the Service are established by a monitoring mechanism certified by the regulator (ComReg).

### Price

Plan Charges	(inc VAT)
SIM activation fee (applies when signing up to a GoMo plan)	€14.99
Unlimited calls to Irish mobiles and landlines, Irish texts and Unlimited Data* (23GB EEA Roaming) (SIM only plan)	€14.99 per month
Out of Plan Charges	
National Call (per Minute)	30c
SMS (per SMS)	15c

Data allowances if available at the time of roaming can be used while roaming in the EEA subject to fair use limits where applicable. EU roaming fair use allowance is calculated in line with Regulation (EU) No 531/2012 (as amended) and Data wholesale roaming price caps. Where the domestic data allowance has not been fully consumed but the fair use allowance has been fully consumed, a surcharge rate of €1.35 per GB/€0.00135 per MB (based on Regulated rate of €1.10 per GB excl. VAT) will apply until the domestic allowance has been fully consumed. Standard domestic rates apply thereafter.

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<sup>1</sup> Article 102(3) of Directive (EU) 2018/1972 of the European Parliament and of the Council of 11 December 2018 establishing the European Electronic Communications Code (OJ L 321, 17.12.2018, p. 36).

For full details on these and other charges please refer to our on-line pricing information at [www.gomo.ie/pricing/](http://www.gomo.ie/pricing/)

#### **Duration, renewal and termination**

Your mobile plan is subject to a one month minimum term which will automatically renew each month.

#### **Features for end-users with disabilities**

In the delivery of services to our customers we apply universal design principles that aim to serve all vision, hearing, mobility and dexterity requirements. For more information on specific accessibility measures, including alternative text access (including emergency 999/112), directory access, prepay top-up, equipment and plan advice, authorised users and customer care, click [here](#).

### **Further Pre-Contract Information**

#### **SIM Delivery**

Dispatch usually occurs within 2 working days of an order being placed. Once dispatched, details of how to track your order will be sent to you by text.

#### **Manage your account the easy way with your MyGoMo account**

Use MyGoMo to manage your account, for example, to schedule the move of your number to eir, to view your balance, to track payments, and to pay your bills effortlessly.

#### **Your GoMo bill**

We will invoice the SIMO Only Service monthly in advance. Payment is due on the date specified on the invoice. All use of the SIM Only Service that is in excess of or not included in the standard allowances (e.g. international calls or texts, premium rate services) will be charged for separately at the applicable rates specified on our website. For further details click [here](#).

#### **Paperless billing**

At GoMo we are committed to the creation of a greener, more sustainable Ireland. Paperless billing is applied by default to all GoMo accounts. You can view your bill in your MyGoMo account at any time. For accessibility support click [here](#).

#### **Premium Rate - Pricing**

Calls from mobile to premium rate numbers with a prefix in the range 1520 through to 1599 will range in cost from €0.30 to €3.50 per minute.

Calls from mobiles to premium rate numbers with a prefix in the range 1512 through to 1518 will range in cost from €0.50 to €3.50 per call.

For further details click [here](#).

#### **Premium SMS Mobile Bar**

You can block SMS from being sent or received for premium rate SMS numbers (those beginning with 53 and 57) . Simply contact the GoMo customer care team via webchat on [www.GoMo.ie](http://www.GoMo.ie) to apply or remove any premium rate SMS bars.

#### **Response to Service Incidents or Threats**

In response to any incident or external threat to the network, GoMo may intervene, by means of filtering, blocking, or rate-limiting certain traffic flows to control the operation of the network which may result in a degradation of the quality of the Service.

## **Personal Data**

We may collect and process data for the following purposes:

- Customer Billing Data
- Service and Account Management
- Marketing (where opted in)
- Technical Support
- Legal

Further information can be found [here](#).

## **Directory Entry**

You have a right to have your national directory preference recorded in respect of your phone number(s) as follows:

Ex-Directory - Not available for Directory Enquiries or Phonebook, or

Listed - Available for Directory Enquiries and Phonebook, or

Unlisted - Available for Directory Enquiries but not available for Phonebook.

You can manage your preferences at any time in your MyGoMo account.

## **Cooling-off**

In accordance with the Consumer Rights Act 2022 you may cancel within 14 calendar days following receipt of your goods, or in the case of services, from the date your service was provided. For further information click [here](#). If you cancel within your 14 day cooling-off period your cancellation will take place from midnight on the day you cancel. To keep your mobile number you must move your number to another network before this cancellation goes through. We will send you an email to confirm your cancellation.

## **Customer Charter**

GoMo is required by the regulator (ComReg) to provide a customer charter on service levels. Further information, is available at [gomo.ie/customer-charter](http://gomo.ie/customer-charter).

**Complaints**

For details of the GoMo Complaints Code of Practice please click [here](#).

**Porting**

For details on procedures relating to porting click [here](#) and the GoMo compensation scheme in respect of a failure or delay in the handling of a port please click [here](#)

Further contract information can be found on [www.gomo.ie/terms/](http://www.gomo.ie/terms/)

We are obliged under EU law to draw your attention to the availability of this information and to the importance of downloading it for future reference. This contract summary forms part of your contract.