

eSIM Go Ltd (an England and Wales Company) trading as Breeze
Guardian House, 8 North Bar Street, Banbury, Oxfordshire, OX16 0TB, United Kingdom

Contract Information

Service

Your plan is an internet access service, on a device compatible with an eSIM, for short term travel abroad for use in the following country/region: États-Unis d'Amérique

Speed of the Internet Access Service and Remedies

During your time abroad, your device will connect to any network with which we have an agreement (these vary from time to time but the major ones are on our website).

The protocols by which your handset will connect to a network are also listed on our website. The maximum speed will be a function of local terrain, atmospheric conditions and total local network utilisation.

For **unlimited plans** the speed for the first 1GB of data will be the maximum available for your connection. Thereafter your data speed will be reduced to 512kbps and will reset on the next 24h period.

Price

Your plan costs €13.95 for Unlimited data.

Your plan lasts for 5 Days or until the included data allowance is used (whichever is earlier).

Your plan will cost the price you pay at the time of purchase and there will be **no price increase or decrease**

Additional Information:

- Your device must be compatible and network unlocked.
- **No SMS, voice calls included or access to the emergency services included. Data only.**
- Top-up available.
- Inclusive data allowance is for use when in the countries specified when you buy your plan.

Duration, Renewal and Termination

Your plan comes with a pre-loaded data allowance that lasts for the term specified when purchased, starting from activation. If your plan expires before any or all of the included data allowance is used, you will lose the remaining balance of any included data allowance.

You may purchase additional inclusive Roaming Data Services from our website (subject to availability) by purchasing new plans, at the price in force at the time. You may end your Roaming Data Service by not purchasing top-ups or further plans.

You have the right to cancel your plan, providing you do so within **14 days** of purchase and you have not activated your plan.

Any plans which are not activated within **12 months** of purchase shall expire without any refund to you.

We can terminate this Agreement immediately in the circumstances set out in our standard **Terms of Service**, which can be found here: <https://lufthansa.breezesim.com/policies/terms-of-service>

Complaints

We make every effort to ensure that our customers are happy with the level of service, and the products and services they receive from us. However, despite our best efforts, things can go wrong. We take customer complaints very seriously and aim to resolve them quickly and efficiently.

If you have a complaint about any part of our service, please contact our Customer Teams using one of the following:

By Phone: +443303202064

By Email: complaints@esim-go.com

Our Website: www.esim-go.com

By Letter: Customer Complaints, eSIM Go, 8 North Bar Street Banbury Oxfordshire, United Kingdom OX16 0TB

Our Complaints Code of Conduct can be found here: <https://lufthansa.breezesim.com/pages/complaints-policy>

Features for End-Users with Disabilities

To obtain any information in another format (e.g. paper, email, audio, large print, braille), call +443303202064 or email info@esim-go.com.

Other Relevant Information

- This **Contract Information** is based on our standard **Terms of Service**, which contain further detail and additional terms related to your contract and can be found here: <https://lufthansa.breezesim.com/policies/terms-of-service>
- You must only use the Roaming Data Service (for your own personal use during short-term travel away from your normal country of residence) in accordance with our **Acceptable Use Policy** which can be found here: <https://lufthansa.breezesim.com/pages/acceptable-use-policy>
- We may **vary these terms** upon written notice, where required to do so by law or by any Competent Authority, otherwise we may not vary these terms with less than thirty (30) days written notice to you for any reason. If you are a consumer, and you object to any change in terms (save for where we consider any change is simply administrative, including those required by law or by any Competent Authority, or beneficial to you) you may terminate this agreement in writing and receive a pro-rata refund of any remaining plan.
- We will use your **personal information** in accordance with our standard **Terms of Service** and our **Privacy Policy** which you can find on our website: <https://lufthansa.breezesim.com/policies/privacy-policy>
If you would prefer not to receive direct marketing communications from us, simply let us know by clicking the unsubscribe link in the email and we will stop sending them to you.
- If you have any questions or require help or support you can contact us via our website.