



Scan for language support on your SIM

Mobile Phone Service



Wind Tre S.p.A.
Via Monte Rosa, 91
20149 Milano (MI), Italia
Servizio Clienti 159
E-mail servizioclienti159@pec.windtre.it
www.windtre.it

Contract Summary

- This Contract Summary outlines the main characteristics of the Service Offer, as prescribed by EU law and national regulations in force and facilitates comparison between Service Offers.
- Full service information is contained in other documents

Offer Name: Tourist Pass Jubilee Edition Call / Tourist Pass Jubilee Edition Data

Date: from 18/02/2025 until the end of the availability for activating the offer described

The Coverage Map is available at: [link to 4G LTE and 5G Coverage](#)

Service(s) and equipment

Services: Mobile – Voice, SMS and Internet

Tourist Pass Jubilee Edition Call Bundle: Unlimited Minutes in Italy⁽¹⁾, 240 Min to 53 Countries, 80 Gigabytes via 5G

Tourist Pass Jubilee Edition Data Bundle: Unlimited Minutes in Italy⁽¹⁾, 100 Min to 53 Countries, 200 Gigabytes via 5G

Bundle promotional conditions and duration: N/A

Provisioning of any Bundle extras (*Directives not included in the Bundle*)

Once the minutes for calls to foreign countries have been used up and for any calls to countries not covered, the subsidised international consumer tariffs published on the WINDTRE website⁽²⁾ apply. For the first minute of a call to countries within the European Union, a maximum rate of €0.23 (including connection charge) applies. Charges are calculated by the second and are billed to your residual credit. National text messages are charged at €0.29/SMS. Text messages to EU countries are charged at €0.07/SMS. Text messages to non-EU countries are charged at €0.29/SMS and €0.99 for 1 GigaData per day.

Monthly fee costs include activation fee of i-message service for compatible devices.

EEA Roaming Fair Usage Policy

The Roaming Data Allowance is 19 Gigabytes for the Tourist Pass Jubilee Edition, to be used within the European Union, beyond which any additional traffic is subject to the current regulatory surcharge⁽³⁾.

(1) [Link to the Useful Forms page](#) / (2) [Link to the International Tables page](#) / (3) [Link to the Roaming in Europe page](#)

Internet speed and means of recourse

Estimated maximum connection speed⁽⁴⁾: 2 Gbps in Downloads/200 Mbps in Uploads

⁽⁴⁾ Actual navigation speed varies depending on numerous factors – network technology, coverage, traffic intensity, device used, etcetera. The Internet traffic included is only valid for connections developed under 5G, 4G/LTE, HSDPA, UMTS, EDGE or GPRS coverage, excluding GSM connections. Activation of the 5G service varies depending on system technical times.

Navigation via 5G requires a 5G-enabled offer and a 5G device, valid only in the areas covered by WINDTRE's 5G. The 5G service is valid only in Italy. The Coverage Map is available via: [5G Coverage](#). For information and technical support, please see Windtre.it or contact WINDTRE Customer Service by calling 159.



Scan for language support on your SIM

Mobile Phone Service



VoLTE Service: Available to all Private and Business customers with an active Mobile Voice and Internet prepaid offer who have not activated any of the following services: automatic top-up, VPN (Jambala) and Dual SIM. The customer must also have a WINDTRE LTE SIM and an enabled smartphone. For more information, please visit the [VoLTE Service link](#).

Claims for dispute resolution can be submitted on the ConciliaWeb platform. Alternatively, information on how to activate the procedure for redress can be found via the link Consumers Association.

Price

Monthly cost	
Tourist Pass Jubilee Edition Call Tourist Pass Jubilee Edition Data	€14.99 for 30 days
Any discounts and their duration	N/A
SIM cost	€10.00
eSim Cost	€10.00
Consumption-related costs if the volumes included in the set price are exceeded	
Voice (not provided if under unlimited minutes): link to Useful Forms page	SMS: €0.29; Data: €0.99 per 1 Gigabyte/day

Activation Cost

Service activation cost	Free
Free services included: Voice Mail Service; "Ti Ho Cercato" Service; Block of optional services at a surcharge	
Services at a fee not included in the monthly rate: SMS notification of €0.29 if set-up	

Duration, renewal and termination

Minimum duration of the Service Contract: N/A	Service deactivation cost: N/A
Conditions for renewal or termination at the end of the minimum term (if any)	The offer is automatically deactivated after 30 days. If the customer exhausts the bundle during the 30 days, a cost of €0.29 per minute for voice, €0.29 per SMS and €0.99 for 1 GigaData per day is expected to be paid. The SIM card, in derogation of article 2.3 "DURATION OF THE CONTRACT" of the General Contract Conditions, is valid for another 30 days, after which it will be deactivated.

Offer details

Tourist Pass - The cost of the offer is deducted from the residual credit. The offer can only be activated for users who do not have a tax code registered in Italy. Once the minutes for calls to foreign countries have been used up and for any calls to countries not covered, the subsidised international consumer tariffs published on the WINDTRE website apply. For the first minute of a call to countries within the European Union, a max rate of €0.23 (including connection charge) applies.

The offer is automatically deactivated after 30 days from the activation. The SIM card, in derogation of article 2.3 "DURATION OF THE CONTRACT" of the General Contract Conditions, is valid for another 30 days, after which it will be deactivated. For all details regarding costs, please refer to the Offers page published on windtre.it.