



## Facebook Messaging Services

**Service Name:**

Messenger & Oculus messaging

**Service Provider:**

Facebook Ireland Limited  
4 Grand Canal Square  
Grand Canal Harbour  
Dublin 2  
Ireland

**Contact:**

Facebook Ireland Limited  
Attn: SERVICE COMPLAINTS  
4 Grand Canal Square  
Grand Canal Harbour  
Dublin 2  
Ireland

**For Messenger:**

You may also reach us through the app:

[How do I report a problem with the Messenger app? | Messenger Help Center](#)

**For Oculus messaging:**

You may also reach us through our website:

[Submit a request – Oculus Support](#)

### 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**

We provide ways for you to communicate with other users of Facebook messaging services through messages, voice, video calls and video chats, sending images and video, and sharing your location with others when you choose.

**Price**

We do not charge for using our messaging services, unless we agree otherwise with you. All users of our messaging services are responsible for carrier data plans, Internet access fees, and other fees and taxes associated with use of our services.

**Duration, renewal and termination**

You can stop using our messaging services at any time for any reason by deleting your account. We may modify, suspend or terminate your access to or use of our services for the reasons described in the Facebook terms of service.

**Features for end-users with disabilities**

Our Services are compatible with mobile and desktop accessibility functionality, including the ability to adjust various on-screen contrast, colors, and text size options. You can learn more about the features and technologies that help, and any updates to our features on the [Accessibility page of Facebook Help Centre](#).

**Other Relevant Information**

Last Modified: 10 December 2020

---

<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).