

Failed and Late Payment Fees and Other General Fees (applicable to fixed, bundled and mobile services)

Failed payments and Reconnection Fees

Charge	Price (inc. VAT)	Price (ex. VAT)	
Failed Payments Fee*	€18.45	€15.00	Per dishonoured payment
Reconnection Fee – where service is suspended for non-payment**	€23.43	€19.05	Per telephone line

*Applies to recurring Bank Direct Debit or Credit/Debit Card payments and cheques that fail, a late payment fee may also apply (see table below).

**Reconnection fee applies to reconnection of telephone service on the company's public switched telephone network only.

Mobile SIM Card Replacement Fee

Charge	Price (inc. VAT)	Price (ex. VAT)	
Mobile SIM card replacement fee*	€5.00	€4.07	Per SIM card

*Charge may apply to any eir mobile customer who orders a SIM Replacement.

Late payment and Service Fees

The following additional late payment and service fees shall apply to fixed, bundled or standalone mobile customers who:

- (a) enter a new contract with eir or recontract with eir from 26th January 2021 or
- (b) receive a 'Contract Change' notice of these charges (effective from the date specified in the notice).

Charge	Price (inc. VAT)	Price (ex. VAT)	
Late Payment Fee – fixed, bundled and standalone mobile customer	€18.45	€15.00	Per late payment (paid after due date).
Paper Bill Fee	€5.99	€4.87	Per paper bill requested <i>or</i> per month if monthly paper bill is requested
Fee for Payment via a Call Centre Agent	€5.99	€4.87	Per payment
Missed Engineer Appointment fee	€29.99	€24.38	Per missed appointment (applicable to installation appointments under new or renewed contracts)

Non-Direct Debit Fee

The following additional non-direct debit fee shall apply to bills issued when no direct debit is set up on the account of:

- Customers availing of Fixed plans or Bundles that:
 - (a) enter a new contract with eir or recontract with eir from 4th July 2023 or
 - (b) receive a 'Contract Change' notice of these charges (effective from the date specified in the notice)

and

- Standalone mobile customers that:
 - (a) enter a new contract with eir or recontract with eir from 17th April 2023 or
 - (b) receive a 'Contract Change' notice of these charges (effective from the date specified in the notice)

Charge	Price (inc. VAT)	Price (ex. VAT)	
Non-Direct Debit Fee	€2.00	€1.63	Per month