

eirTerms and Conditions for participating in the SuperValu Real Rewards Promotion

These are eir's and Musgrave Limited ("Musgrave") Terms Conditions for eir customers who link an eir account to the SuperValu Real Rewards Programme. These Terms and Conditions are in addition to the SuperValu Real Rewards terms & conditions and eir terms & conditions, which continue to apply. By registering you eir account to the SuperValu Real Rewards programme the customer agrees to abide by the Terms of the Rewards Promotion.

1. Linking an eir Account

- 1.1. You must be an eir residential customer and a registered member of the 'myeir' online portal to access the promotion. The offer is open to residential customers who have a post pay mobile account, a voice, a broadband or a bundled account.
- 1.2. Post pay mobile customers who have an original mobile contract with Meteor cannot avail of the promotion
- 1.3. Prepay customers cannot avail of the promotion
- 1.4. Eir Customers who are registered as a business account, cannot avail of the eir / Real Rewards promotion
- 1.5. Only one eir consumer account can be registered to earn points and to use real rewards vouchers against. You must complete the registration details on 'myeir' providing all mandatory details required and preferences where indicated to register an eir account.
- 1.6. To register an eir account, you must be the account owner or authorised by the account owner. If you are not the account owner or authorised by the account owner, you are committing a serious offence under the Criminal Justice (Theft and Fraud Act 2001)
- 1.7. Residential customers will receive SuperValu Real Rewards points for payments made on their selected eir account bill after registration. It may take up to 48 hours for your accounts to be linked, Points cannot be awarded retrospectively.

2. Earning Points

- 2.1. Eligible customers can register one eir account for earning SuperValu Real Rewards points. Once you have registered you will be awarded 1 SuperValu Real Reward point for every €2 paid to eir on the registered account. This is subject to change at the discretion of SuperValu and eir.

- 2.2. It may take up to 7 days for your points to appear on your SuperValu account after you pay your bill. You can review your points earned on the Real Rewards web account or app, or you will see them on your regular statement mailings from Real Rewards
- 2.3. In order for your points to be awarded to your SuperValu Real Rewards account, eir will provide SuperValu with your eir account number, your rewards card number, along with information related to payments made on your linked eir account. By registering, you agree that eir may pass this information to Musgrave in order that points can be correctly allocated to your Real Rewards account.
- 2.4. If you change your bundle or product set with eir resulting in a new account number, we will update your eir account number in your My eir portal, and advise SuperValu of this change.
- 2.5. SuperValu Real Rewards Points cannot be earned for:
- a credit placed on your eir account and then refunded by us before your next bill is due
 - payment of a security deposit to eir
 - payment for the re-connection fee to eir
 - payment against an eir bill which is more than 60 days overdue

3. Additional Points

You may be entitled to earn additional SuperValu points from time to time via additional offers at the discretion of eir and Musgrave . We will communicate with you about these selected offers by email or text message if you have opted in to receiving these communications.

4. Generating and Using Vouchers

- 4.1. Customers who have registered an eir account for the Real Rewards promotion, are eligible to use their SuperValu points for Vouchers against this registered eir account only. Vouchers cannot be used against an account **not** registered to Real Rewards
- 4.2. Customers who have registered for the Rewards Promotion are eligible to exchange 250 SuperValu Reward Points for a €3 voucher to use off their eir bill online at www.supervalu.ie/rewards . 500 SuperValu Reward Points can be exchanged for a €6 voucher to use off their eir bill online.
- 4.3. The value of each voucher will double during bonus time, for example 250 SuperValu Real Rewards points will translate into a €5 voucher (and 500 points will translate into €10). If you have opted into receiving updates regarding the Real Rewards offer with eir

eir or/and Musgraves, you will be informed when these bonus events occur, and any time limits on availing of the bonus offer.

- 4.4. The value of your voucher will be used as credit off the bill amount and VAT reduction. So for example a €6 credit will appear net of VAT, as a €4.88 credit on your bill and the remaining €1.22c will be reflected as a reduced VAT amount.
- 4.5. In order for your voucher to be applied to your eir account, SuperValu will provide eir with your your rewards card number, along with information relevant to ensure your voucher is applied to your linked eir account. By registering, you agree that Musgraves may pass this information to eir in order that your vouchers can be applied to your eir bill.
- 4.6. The full amount of a voucher or credit can only be applied against one registered account. The maximum limit on SuperValu Real Rewards vouchers, that can be used against the nominated eir account in any one rolling annual period, is €60. The annual period starts on use of your first voucher. A credit will appear on a customer's account during the next billing cycle. This credit can take up to 7 days to be posted against your account. It will be noted on your eir bill under 'Other Credits', and named 'eir Real Rewards Voucher'.
- 4.7. Vouchers are time bound (i.e. may only be used within specific time periods) and non-transferable and can only be used as a credit against the registered eir account. Vouchers will only be credited against the customer's nominated bill and cannot be provided as cash if the customer's account is in credit. There is no cash alternative to the voucher
- 4.8. To access your Real Rewards / eir points and voucher use history, you must log in to the Real Rewards web account and app, or you will see them on your regular statement mailing from Real rewards
- 4.9. You can redeem your SuperValu Real Rewards Card points and vouchers in line with SuperValu's Terms and Conditions which can be found at <https://supervalu.ie/terms-and-conditions/real-rewards/>
- 4.10. If you cease to be an eir customer, you will be deregistered within 60 days of ceasing your account. By registering, you agree that eir may pass this information to Musgraves in order that your account can be ceased on their systems also

5 General

- 5.1. We reserve the right to vary these Terms and Conditions at any time and will notify you of the proposed changes. By continuing to use the linked eir account and avail of the scheme benefits after being notified of any changes, you will be deemed to have accepted such changes.

- 5.2. eir will routinely check the status of your linked eir account to ensure you remain an active customer
- 5.4. eir and Musgrave reserve the right to suspend or terminate your use of eir / SuperValu Real Rewards programme at any time if you do not adhere to these Terms and Conditions of use.
- 5.5. Musgrave reserves the right to suspend or terminate the promotion in any particular SuperValu store
- 5.6. Neither eir or Musgrave shall be liable for any loss suffered by any person or be deemed to be in default for any delays or failures in performance hereunder resulting from acts or causes beyond the reasonable control of eir and/or Musgrave.
- 5.7. eir may suspend any or all eir related offers on the Real Rewards website at any time for such reason as it may consider necessary to inspect, maintain, renew, repair or revise it.

6 Data Protection

- 6.1. Personal details that you supply during the application process will be held by eir and Musgrave held in the strictest confidence. We may, however, use the information you supply for the following purposes:
- 6.2. eir may share your details with Musgrave or vice versa, to the extent necessary for the efficient and effective administration of the Rewards Promotion. eir and Musgrave will ensure that any personal data so disclosed will only be used for such purposes.