

## Eir WiFi Call Terms and conditions

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1. The following terms and conditions form part of and are subject to the terms and conditions of the eir WiFi Call offer ("eir WiFi Call"). These terms are in addition to and form part of the terms and conditions of the eir Mobile Service and also eir's general terms and conditions, to which you have also agreed, and eir's Fair Usage Policy ('FUP') all of which are available at <http://www.eir.ie/>. All of these terms combined constitute a legally binding agreement between eir ('we/us', ") and the Customer ('you/the Customer') for the use of the eir WiFi Call offer. All capitalised terms herein (unless otherwise defined) shall have whatever meaning is ascribed to them in the eir general terms and conditions.
2. eir WiFi Call is a service which allows you to make and receive calls and SMS over any Wi-Fi connection. This should allow customers to make and receive calls and SMS in poor or no mobile coverage areas.
3. By using eir WiFi Call you agree to accept these Terms. If you don't agree with these Terms, please don't enable eir WiFi Call on your phone.
4. eir WiFi Call is available only to customers on the following list of eligible mobile plans, which may be updated from time to time. Please check the eir website for the current list of eligible plans:
  - a. eir Mobile 100 1GB + Roaming SIM Only
  - b. eir Mobile 400 10GB + Roaming SIM Only
  - c. eir Mobile Unlimited 15GB + Roaming SIM Only
  - d. eir Mobile Unlimited 30GB + Roaming SIM Only
  - e. eir Mobile 100 1GB + Roaming
  - f. eir Mobile 400 10GB + Roaming
  - g. eir Mobile Unlimited 15GB + Roaming
  - h. eir Mobile Unlimited 30GB + Roaming
  - i. eir Mobile 400 4GB + Roaming SIM Only
  - j. eir Mobile Unlimited 10GB + Roaming SIM Only
  - k. All eir Mobile Small Business tariff plans.
5. To enable eir WiFi Call, you need to use a compatible handset with latest firmware update from handset vendor. List of compatible handsets is available at [eir.ie](http://eir.ie).
6. You will need to connect to a Wi-Fi hotspot and enable eir WiFi Call in settings. Once connected, the phone will automatically connect to the eir WiFi Call network. You will see the network change to "eir WiFi Call" or the eir WiFi Call icon on Android phones. Only then will you be able to make eir WiFi Call calls and SMS over the WiFi network.
7. You can deactivate and activate the eir WiFi Call option in phone settings anytime.
8. Emergency Services calls and SMS will always attempt to use the normal mobile network. Only if standard mobile network signal isn't available, the call will be routed over eir WiFi Call and the Emergency Services will not be able to identify your location.
9. Any voice calls and SMS over eir WiFi Call will count towards the use of your standard call and data allowance as described in your eir bundle. If you exceed your voice or SMS allowance, you will be charged for these calls and SMS messages at standard network rates.

10. eir WiFi Call calls and SMS will count towards your standard WiFi network data allowance. You remain liable for any WiFi data usage.
11. If you are roaming and using eir WiFi Call, your usage will be deducted from domestic standard call and SMS allowance as described in your bundle. Calls made to Irish numbers will be charged from your domestic plan allowance. Calls made to the roaming country within which you are staying in or to any number outside of Ireland will be charged at standard international rates from Ireland. If you prefer to pay standard roaming rates for these calls, you have to disable eir WiFi Call.
12. Any roaming add-ons or allowance which is included in your eir bundle will not apply to the eir WiFi Call service.
13. Calls and SMS made over eir WiFi Call will appear as standard Irish calls on your bill.
14. Service quality is dependent on private or public Wi-Fi network availability, speed, the number of other devices sharing the Wi-Fi network and using the internet connection. You acknowledge, these factors are outside of our control, which might limit our ability to offer service to you.
15. eir WiFi Call calls will be disconnected when your phone is no longer connected to a Wi-Fi access point. If this happens, you will need to re-establish the Wi-Fi connection and call again through the local mobile network.