

eir Multi Product Bundles (inc vat)(1)

Dual Play Bundles

eir Base			
Fixed Voice + eir Broadband	eir Talk Off Peak	Mobile or eir Talk	eir Talk International
Unlimited (2)	€57.00	€64.00	€70.00
eir Fibre Extreme 150Mb	€62.00	€69.00	€75.00
eir Fibre Extreme 300Mb	€70.00	€77.00	€83.00
eir Fibre Extreme 1000Mb	€82.00	€89.00	€95.00

eir Play	
eir Broadband + TV	eir Vision Essential
Unlimited(2)	€62.00
eir Fibre Extreme 150Mb	€67.00
eir Fibre Extreme 300Mb	€75.00
eir Fibre Extreme 1000Mb	€87.00

eir Go			
Fixed Voice + Mobile	eir Talk Off Peak	Mobile or eir Talk	eir Talk International
eir Mobile 100	€57.00	€64.00	€70.00
eir Mobile 400	€67.00	€74.00	€80.00
eir Mobile Unl 5Gb	€77.00	€84.00	€90.00
eir Mobile Unl 15Gb + Roaming	€92.00	€99.00	€105.00
SIM Only 100	€47.00	€54.00	€60.00
SIM Only 400	€57.00	€64.00	€70.00
SIM Only Unl 5Gb	€62.00	€69.00	€75.00
SIM Only Unl 15Gb + Roaming	€72.00	€79.00	€85.00

eir Go				
eir Broadband + Mobile	Unlimited (2)	eir Fibre Extreme 150Mb	eir Fibre Extreme 300Mb	eir Fibre Extreme 1000Mb
eir Mobile 100	€65.00	€70.00	€78.00	€90.00
eir Mobile 400	€75.00	€80.00	€88.00	€100.00
eir Mobile Unl 5Gb	€85.00	€90.00	€98.00	€110.00
eir Mobile Unl 15Gb + Roaming	€100.00	€105.00	€113.00	€125.00
SIM Only 100	€55.00	€60.00	€68.00	€80.00
SIM Only 400	€65.00	€70.00	€78.00	€90.00
SIM Only Unl 5Gb	€70.00	€75.00	€83.00	€95.00
SIM Only Unl 15Gb + Roaming	€80.00	€85.00	€93.00	€105.00

(1) Customers who sign up to pay their bill by Direct Debit will receive a discount of €2 on the above prices. The DD discount does not apply to any Standalone eir Broadband bundle (table 2 & 4).

(2) 'unlimited' relates to eir Fibre (unlimited); eir Broadband Solo Unlimited; eir Broadband Unlimited (NGB); eir Broadband Unlimited. For bundles that include eir Vision, 'unlimited' relates to eir Fibre (unlimited) only.

eir Multi Product Bundles (inc vat) ⁽¹⁾

Triple Play Bundles

eir Go									
1. Fixed Voice + eir Broadband	eir Mobile 100	eir Mobile 400	eir Mobile Unl 5Gb	eir Mobile Unl 15Gb + Roaming	SIM Only 100	SIM Only 400	SIM Only Unl 5Gb	SIM Only Unl 15Gb + Roaming	
eir Talk Off Peak	€77.00	€87.00	€97.00	€112.00	€67.00	€77.00	€82.00	€92.00	Unlimited (2)
	€82.00	€92.00	€102.00	€117.00	€72.00	€82.00	€87.00	€97.00	eir Fibre Extreme 150Mb
	€90.00	€100.00	€110.00	€125.00	€80.00	€90.00	€95.00	€105.00	eir Fibre Extreme 300Mb
	€102.00	€112.00	€122.00	€137.00	€92.00	€102.00	€107.00	€117.00	eir Fibre Extreme 1000Mb
eir Talk Unlimited Mobile or eir Talk Unlimited UK	€84.00	€94.00	€104.00	€119.00	€74.00	€84.00	€89.00	€99.00	Unlimited (2)
	€89.00	€99.00	€109.00	€124.00	€79.00	€89.00	€94.00	€104.00	eir Fibre Extreme 150Mb
	€97.00	€107.00	€117.00	€132.00	€87.00	€97.00	€102.00	€112.00	eir Fibre Extreme 300Mb
	€109.00	€119.00	€129.00	€144.00	€99.00	€109.00	€114.00	€124.00	eir Fibre Extreme 1000Mb
eir Talk International	€90.00	€100.00	€110.00	€125.00	€80.00	€90.00	€95.00	€105.00	Unlimited (2)
	€95.00	€105.00	€115.00	€130.00	€85.00	€95.00	€100.00	€110.00	eir Fibre Extreme 150Mb
	€103.00	€113.00	€123.00	€138.00	€93.00	€103.00	€108.00	€118.00	eir Fibre Extreme 300Mb
	€115.00	€125.00	€135.00	€150.00	€105.00	€115.00	€120.00	€130.00	eir Fibre Extreme 1000Mb

eir Play			
2. Fixed Voice + eir Broadband + TV	eir Talk Off Peak	eir Talk Unlimited Mobile or eir Talk Unlimited UK	eir Talk International
Unlimited (2)	€72.00	€79.00	€85.00
eir Fibre Extreme 150Mb	€77.00	€84.00	€90.00
eir Fibre Extreme 300Mb	€85.00	€92.00	€98.00
eir Fibre Extreme 1000Mb	€97.00	€104.00	€110.00
eir Vision Essential			

eir Power								
3. Mobile + eir Broadband + TV	eir Mobile 100	eir Mobile 400	eir Mobile Unl 5Gb	eir Mobile Unl 15Gb + Roaming	SIM Only 100	SIM Only 400	SIM Only Unl 5Gb	SIM Only Unl 15Gb + Roaming
Unlimited (2)	€80.00	€90.00	€100.00	€115.00	€70.00	€80.00	€85.00	€95.00
eir Fibre Extreme 150Mb	€85.00	€95.00	€105.00	€120.00	€75.00	€85.00	€90.00	€100.00
eir Fibre Extreme 300Mb	€93.00	€103.00	€113.00	€128.00	€83.00	€93.00	€98.00	€108.00
eir Fibre Extreme 1000Mb	€105.00	€115.00	€125.00	€140.00	€95.00	€105.00	€110.00	€120.00
eir Vision Essential								

(1) Customers who sign up to pay their bill by Direct Debit will receive a discount of €2 on the above prices. The DD discount does not apply to any Standalone eir Broadband bundle (table 3)

(2) 'Unlimited' relates to eir Fibre (Unlimited); eir Broadband Solo Unlimited; eir Broadband Unlimited (NGB); eir Broadband Unlimited. For bundles that include eir Vision, 'unlimited' relates to eir Fibre (unlimited) only.

eir Multi Product Bundles (inc vat) (1)**Quad Play Bundles**

eir Power									
Fixed Voice + eir Broadband + Mobile + TV	eir Mobile 100	eir Mobile 400	eir Mobile Unl 5Gb	eir Mobile Unl 15Gb + Roaming	SIM Only 100	SIM Only 400	SIM Only Unl 5Gb	SIM Only Unl 15Gb + Roaming	
eir Talk Off Peak	€87.00	€97.00	€107.00	€122.00	€77.00	€87.00	€92.00	€102.00	Unlimited (2)
	€92.00	€102.00	€112.00	€127.00	€82.00	€92.00	€97.00	€107.00	eir Fibre Extreme 150Mb
	€100.00	€110.00	€120.00	€135.00	€90.00	€100.00	€105.00	€115.00	eir Fibre Extreme 300Mb
	€112.00	€122.00	€132.00	€147.00	€102.00	€112.00	€117.00	€127.00	eir Fibre Extreme 1000Mb
eir Talk Unlimited Mobile or eir Talk Unlimited UK	€94.00	€104.00	€114.00	€129.00	€84.00	€94.00	€99.00	€109.00	Unlimited (2)
	€99.00	€109.00	€119.00	€134.00	€89.00	€99.00	€104.00	€114.00	eir Fibre Extreme 150Mb
	€107.00	€117.00	€127.00	€142.00	€97.00	€107.00	€112.00	€122.00	eir Fibre Extreme 300Mb
	€119.00	€129.00	€139.00	€154.00	€109.00	€119.00	€124.00	€134.00	eir Fibre Extreme 1000Mb
eir Talk International	€100.00	€110.00	€120.00	€135.00	€90.00	€100.00	€105.00	€115.00	Unlimited (2)
	€105.00	€115.00	€125.00	€140.00	€95.00	€105.00	€110.00	€120.00	eir Fibre Extreme 150Mb
	€113.00	€123.00	€133.00	€148.00	€103.00	€113.00	€118.00	€128.00	eir Fibre Extreme 300Mb
	€125.00	€135.00	€145.00	€160.00	€115.00	€125.00	€130.00	€140.00	eir Fibre Extreme 1000Mb
eir Vision Essential									

1 Customers who sign up to pay their bill by Direct Debit will receive a discount of €2 on the above prices. The DD discount does not apply to any Standalone eir Broadband bundle.

2 'unlimited' relates to eir Fibre (unlimited); eir Broadband Solo Unlimited; eir Broadband Unlimited (NGB); eir Broadband Unlimited. For bundles that include eir Vision 'unlimited', relates to eir Fibre (unlimited) only.

eir Mobile Plans

Mobile Plan Name		Monthly Price	
		inc vat	ex vat
eir Mobile 100	100 fixed & mobile call minutes + Unlimited SMS (Rep. of Ireland only) + 1GB Data - unlimited anytime calls to local / National also included when in a bundle	€30.00	€24.39
SIM Only 100		€15.00	€12.20
eir Mobile 400	400 fixed & mobile call minutes + Unlimited SMS (Rep. of Ireland only) + 2GB Data - unlimited anytime calls to local / National also included when in a bundle	€40.00	€32.52
SIM Only 400		€25.00	€20.33
eir Mobile Unl 5Gb	Unlimited fixed & mobile call minutes + Unlimited SMS (Rep. of Ireland only) + 5GB Data	€50.00	€40.65
SIM Only Unl 5Gb		€30.00	€24.39
eir Mobile Unl 15Gb + Roaming	Unlimited fixed & mobile call minutes + Unlimited SMS (Rep. of Ireland only) + 15GB Data + 50 roaming mins & txts + 50 International mins & txts	€65.00	€52.85
SIM Only Unl 5Gb 15Gb + Roaming		€39.00	€31.71

Out Of Plan Call charges (price per minute)		
	<u>ex vat</u>	<u>inc vat</u>
National	24.39c	30.00c
VOIP	24.39c	30.00c
UK (1a)	24.39c	30.00c
UK (1b)	34.96c	43.00c
Int (2a)	32.96c	40.54c
Int (2b)	34.96c	43.00c
Int (3)	37.19c	45.74c
Int (4)	37.19c	45.74c
Int (5)	37.19c	45.74c
Int (6)	37.19c	45.74c
Int (7)	37.19c	45.74c
Int (8)	37.19c	45.74c

Out of plan calls to Premium rate services (price per minute)

	ex. Vat	inc. Vat
Code	Flat Fee	Flat Fee
1512	€0.4065	€0.50
1513	€0.5691	€0.70
1514	€0.7317	€0.90
1515	€0.9756	€1.20
1516	€1.4634	€1.80
1517	€2.0325	€2.50
1518	€2.8455	€3.50

Code	Set-up Fee	Price per min (ex VAT)	Price per min (inc VAT)	Price per sec (ex VAT)	Price per sec (inc VAT)
1520	€0.0000	€0.24390	€0.30	€0.0041	€0.0050
1530	€0.0000	€0.40650	€0.50	€0.0068	€0.0083
1540	€0.0000	€0.56911	€0.70	€0.0095	€0.0117
1550	€0.0000	€0.97561	€1.20	€0.0163	€0.0200
1560	€0.0000	€1.46341	€1.80	€0.0244	€0.0300
1570	€0.0000	€1.95122	€2.40	€0.0325	€0.0400
1580	€0.0000	€2.39837	€2.95	€0.0400	€0.0492
1590	€0.0000	€2.84553	€3.50	€0.0474	€0.0583
1598	€0.0000	€2.84553	€3.50	€0.0474	€0.0583
1599	€0.0000	€2.84553	€3.50	€0.0474	€0.0583

Out of plan calls

Directory Enquiries Charges	Set-up (ex VAT)	price per minute (ex VAT)	price per second (ex VAT)	Set-up (inc VAT)	price per minute (inc VAT)	price per second (inc VAT)
National DQ 11811	€1.0163	€1.0163	€0.0169	€1.2500	€1.2500	€0.0208
International DQ 11818	€1.6179	€1.6179	€0.0270	€1.9900	€1.9900	€0.0332
Conduit DQ 11850	€2.3577	€2.3577	€0.0393	€2.9000	€2.9000	€0.0483
Conduit DQ 11888	€0.8182	€0.8182	€0.0136	€1.0064	€1.0064	€0.0168
Conduit International DQ 11860	€2.3577	€2.3577	€0.0393	€2.9000	€2.9000	€0.0483
MCI DQ 11890	€1.3415	€1.3415	€0.0224	€1.6500	€1.6500	€0.0275
Number Logic 11824	€0.8182	€0.8182	€0.0136	€1.0064	€1.0064	€0.0168
Number Logic 11827	€0.8182	€0.8182	€0.0136	€1.0064	€1.0064	€0.0168

	Set-up (ex VAT)	price per minute (ex VAT)	Set-up (inc VAT)	price per minute (inc VAT)
Universal Access 0818	€0.0000	€0.1240	€0.0000	€0.1525
Vodafone Eirpage 082	€0.0000	€0.2645	€0.0000	€0.3253
Num 08224	€0.0000	€0.3719	€0.0000	€0.4574

Internet Charges	Set-up (ex VAT)	price per minute (ex VAT)	Set-up (inc VAT)	price per minute (inc VAT)
Internet Local Rate 1891	€0.0000	€0.1033	€0.0000	€0.1271
Internet PAYG 1892	€0.0000	€0.1033	€0.0000	€0.1271

1850 / 1890	Set-up (ex VAT)	price per minute (ex VAT)	Set-up (ex VAT)	price per minute (ex VAT)
Call Save 1850	€0.2479	€0.0000	€0.3050	€0.0000
Lo Call 1890	€0.0000	€0.1240	€0.0000	€0.1525

SMS charges	event price (ex VAT)	price per minute (ex VAT)	event price (inc VAT)	price per minute (inc VAT)
Meteor	€0.07438	n\a	€0.0915	n\a
Ireland Vodafone	€0.07438	n\a	€0.0915	n\a
Ireland O2	€0.07438	n\a	€0.0915	n\a
Ireland Three (Hutchinson)	€0.07438	n\a	€0.0915	n\a
eir Mobile	€0.07438	n\a	€0.0915	n\a
Ireland Tesco	€0.07438	n\a	€0.0915	n\a
Ireland Lyca	€0.07438	n\a	€0.0915	n\a
Ireland Land	€0.07438	n\a	€0.0915	n\a
Roaming Voicemail (0857000000)	€0.07438	n\a	€0.0915	n\a
UK SMS	€0.12397	n\a	€0.1525	n\a
International SMS	€0.12397	n\a	€0.1525	n\a
SMS via Other SMSC	€0.12397	n\a	€0.1525	n\a

Out of plan calls

MMS charges	event price (ex VAT)	price per minute (ex VAT)	event price (inc VAT)	price per minute (inc VAT)
MMS to Meteor Text	€0.16529	n\a	€0.20	n\a
MMS to Vodafone Text	€0.16529	n\a	€0.20	n\a
MMS to O2 Text	€0.16529	n\a	€0.20	n\a
MMS to Hutchinson Text	€0.16529	n\a	€0.20	n\a
MMS to eir Mobile Text	€0.16529	n\a	€0.20	n\a
MMS to Tesco Text	€0.16529	n\a	€0.20	n\a
MMS to Lyca Text	€0.16529	n\a	€0.20	n\a
MMS to Meteor Regular	€0.24793	n\a	€0.30	n\a
MMS to Vodafone Regular	€0.24793	n\a	€0.30	n\a
MMS to O2 Regular	€0.24793	n\a	€0.30	n\a
MMS to Hutchinson Regular	€0.24793	n\a	€0.30	n\a
MMS to eir Mobile Regular	€0.24793	n\a	€0.30	n\a
MMS to Tesco Regular	€0.24793	n\a	€0.30	n\a
MMS to Lyca Text	€0.24793	n\a	€0.30	n\a
MMS to Email	€0.24793	n\a	€0.30	n\a

Other charges	event price (ex VAT)	price per minute (ex VAT)	event price (ex VAT)	price per minute (ex VAT)
WAP (CSD) 0857019999	€0.0000	€0.0744	€0.0000	€0.0915
WAP (CSD) 0857019998	€0.0000	€0.0744	€0.0000	€0.0915
Emailyourphone	€0.0744	€0.0000	€0.0915	€0.0000

eir Consumer Multi-Product Bundles

The Company may provide a Facility in the eir Price List (referred to as “**eir Consumer Multi-Product Bundles Facility**”, or “The Facility”) to eir customers who simultaneously avail of at least one instance of two or more of the following Facilities – eir Talk Facility; eir broadband Facility; eir Mobile Facility; eir Vision Facility. The Facility may be provided whereby such customers may avail of discounted bundled rates on the rates payable on certain eir Talk, eir broadband, eir Mobile and eir Vision facilities. The available discounted bundled rates and the eir Talk, eir broadband, eir Mobile and eir Vision facilities to which they apply are as set out above. By giving relevant notice in accordance with normal requirements, the Company may at its absolute discretion withdraw any or all instances of the Facility from any or all customers.

A copy of the Regulations may be inspected at eir, 1 Heuston South Quarter, St. John’s Road, Dublin 8, Ireland; by visiting www.eir.ie/pricing; or by contacting Freefone 1901.

It shall be a condition of the application of the Facility that:

1. The Facility is only available to customers who simultaneously avail of at least one instance of two or more of the following: eir Talk Facility; eir broadband Facility; eir Mobile Facility; eir Vision Facility. The only available discounted bundle rates and the eir Talk, eir broadband, eir Mobile and eir Vision facilities to which they apply are those as set out above.
2. Usage of the Facility is deemed to be acceptance of the Facility terms and conditions.
3. In addition to these terms and conditions, the standard terms and conditions of the relevant eir Talk, eir broadband, eir Mobile and eir Vision facilities apply.
4. The Facility is made available subject to an 18 month minimum contract term (24 month minimum contract term may apply depending on the mobile handset chosen). For the avoidance of doubt, where any of the eir Talk, eir broadband, eir Mobile or eir Vision services are ceased within the minimum contract period the early cease charge(s) applicable to the service(s) ceased will apply

(see “Applicable Early Cease Charges” as outlined in table below). Customers who wish to cease any of the eir Talk, eir broadband, eir Mobile or eir Vision services and retain other remaining eir Talk, eir broadband, eir Mobile or eir Vision services, may, by contacting eir by telephone or in writing, apply to have their bundle changed to a bundle relevant to the service(s) they wish to retain, if available as set out above, subject to commencing a new 18 or 24 month contract on the retained service(s) and subject to payment of any early cease charge(s) applicable to the service(s) ceased. Otherwise, the customer shall continue to avail of the component(s) of the Facility which it has not ceased on the terms and conditions that apply to those components, at undiscounted prices and subject to the remainder of the minimum contract term of the original bundle.

Applicable Early Cease Charges			
Ceasing Product	Applicable Early Cease Charge Treatment	ECC Daily Rate (€ @ 0% VAT)	ECC Cap (€ @ 0% VAT)
eir Fibre (30Gb)	ECC daily rate multiplied by number of days outstanding on minimum contract or ECC cap, whichever is lesser.	0.65	150
eir Fibre Unlimited	ECC daily rate multiplied by number of days outstanding on minimum contract or ECC cap, whichever is lesser.	0.65	150
eir Talk Off Peak	ECC daily rate multiplied by number of days outstanding on minimum contract or ECC cap, whichever is lesser.	0.60	100
eir Talk Unlimited UK	ECC daily rate multiplied by number of days outstanding on minimum contract.	0.60	100
eir Talk Unlimited Mobile	ECC daily rate multiplied by number of days outstanding on minimum contract.	0.60	100
eir Talk International	ECC daily rate multiplied by number of days outstanding on minimum contract.	0.60	100
eir Talk Anytime	ECC daily rate multiplied by number of days outstanding on minimum contract or ECC cap, whichever is lesser.	0.60	100
eir Broadband (30Gb)	ECC daily rate multiplied by number of days outstanding on minimum contract or ECC cap, whichever is lesser.	0.65	150
eir Broadband Unlimited	ECC daily rate multiplied by number of days outstanding on minimum contract or ECC cap, whichever is lesser.	0.65	150
eir Vision Essential	ECC daily rate multiplied by number of days outstanding on minimum contract or ECC cap, whichever is lesser.	0.2682	150
eir Mobile150	ECC daily rate multiplied by number of days outstanding on minimum contract.	0.5420	Not Applicable
eir Mobile300	ECC daily rate multiplied by number of days outstanding on minimum contract.	0.9485	Not Applicable
eir Mobile500	ECC daily rate multiplied by number of days outstanding on minimum contract.	1.3279	Not Applicable
eir Mobile Unlimited+Data	ECC daily rate multiplied by number of days outstanding on minimum contract.	1.4634	Not Applicable
eir Mobile 100	ECC daily rate multiplied by number of days outstanding on minimum contract.	0.813	Not Applicable
eir Mobile 400	ECC daily rate multiplied by number of days outstanding on minimum contract or ECC cap, whichever is lesser.	1.084	Not Applicable
eir Mobile Unlimited 5GB	ECC daily rate multiplied by number of days outstanding on minimum contract.	1.355	Not Applicable
eir Mobile Unlimited 15GB + Roaming	ECC daily rate multiplied by number of days outstanding on minimum contract.	1.7615	Not Applicable

5. In the event that the customer ceases within the minimum contract period and fails to return any supplied eir broadband modem within 14 days, eir reserves the right to charge the customer the cost of the modem as defined in the eir Price List.
6. The following business rules apply to customers wishing to avail of the Facility
 - (i) customers availing certain promotions may be ineligible to avail of this Facility until such time as said promotion(s) have expired or are removed upon agreement with the customer.
 - (ii) customers availing of Split Billing are not eligible for the Facility.
7. The Facility shall automatically cease on a customer's account if the customer ceases to avail of any of the eir Talk, eir broadband, eir Mobile or eir Vision components of the Facility. In such event,
 - (i) the provisions of clause 5 hereof shall apply where applicable.
 - (ii) the customer shall continue to avail of the component(s) of the Facility which it has not ceased on the terms and conditions that apply to those components, at undiscounted prices and subject to the remainder of the minimum contract term of the original bundle. In such event the customer may, by contacting eir by telephone or in writing, apply to avail of the bundle Facility relevant to the service(s) they wish to retain, if available as set out above, subject to commencing a new 18 month contract on the retained service(s) and subject to payment of any early cease charge(s) applicable to the service(s) ceased.
8. A customer may change their bundle by availing of a new eir Talk, eir broadband, eir Mobile or eir Vision Facility subject to commencing a new minimum contract as applicable to the bundle to which they move.
9. Where a customer avails of more than one instance of a service as part of their bundle the applicable minimum contract terms applies to each instance. Where a customer agrees to enter into a new minimum contract term in respect of any instance of a service that forms part of their bundle, that contract term may supersede the original bundle contract minimum term in respect of that service.

10. Where the customer changes from one of the eir Consumer Multi-Product Bundles to another, the benefits applicable to the ceased bundle shall apply on a pro-rata basis to the new bundle as per the date on which the change was made.
11. For bill display purposes, the costs of individual rated items may be shown rounded to the nearest whole cent based on standard rounding. An adjustment may be applied to the bill in order to reconcile any difference between the total of the rounded values shown and the applicable total based on the actual unrounded cost of individual items.
12. One month's notice will be given to the Customer of any increase in either the charges for calls made from the telecommunications line rented by the Customer or in the rentals for the telecommunications line(s) or equipment. Full details of all eir's current charges can be obtained by visiting www.eir.ie/pricing or by contacting Freefone 1901 (Residential Customers)
13. In the event of changes notified by eir to these terms and conditions, the Customer may terminate the Agreement without charge, by serving notice in writing prior to the date of implementation of any such changes. The Customer shall be deemed to have accepted any implemented changes, by continuing to use the Services.
14. Unless otherwise agreed or eir otherwise decides, all monies due to eir by the Customer become payable as soon as an account or a demand is issued to the Customer. Unless otherwise agreed or eir otherwise decides, payment shall be due within fourteen days of the date of the issue of the account, unless otherwise stipulated within the Customer's direct debit agreement terms. The Customer can view their phone bill, the methods of payment and make a payment by Laser/Visa Debit Card or set up a Direct Debit by visiting www.eir.ie. For Bill enquiries, Residential Customer can contact us on Freefone 1901.

15. eir will try to resolve any dispute with the Customer as quickly as possible. All complaints received by letter, fax or e-mail will be acknowledged within two working days of receipt. The Customer will be provided with a unique reference number and advised of the expected investigation and resolution timelines. Details of our complaint handling procedures and how to log a complaint are set out in eir's Customer Care Code of Practice for Complaint Handling, which can be viewed by visiting www.eir.net/codeofpractice. The Customer can log a complaint by contacting Freefone 1901 (Residential customers) or by sending a fax to our Customer Care Centre at 1800 200 480. In the event the parties cannot agree the Customer may refer the dispute to any recognised dispute resolution service in accordance with the Customer Care Code of Practice for Complaint Handling.
16. These terms and conditions together with the eir General Terms and Conditions constitute the entire agreement between the parties in relation to the Facility.

Terms and Conditions (where applicable)

General Terms & Conditions: http://www.eir.net/group/pricing/price_list/

eir Talk: <http://www.eir.ie/bveir/pdf/Pt2.3.9.pdf> Broadband:

<http://www.eir.ie/bveir/pdf/Part3.1.pdf> eir Vision:

<http://www.eir.ie/bveir/pdf/Pt11.1.pdf> eir Mobile:

<http://www.eir Mobile.ie/terms/>

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