

eir Advantage Virtual Landline Service Schedule

The supply of Goods/Services under this Schedule is subject to the provisions of the eircom Limited Master Terms and Conditions for the Supply of Goods and Services and the Advantage Unified Follow Me Service Schedule and all definitions not defined in this Schedule shall have the meaning ascribed to them in the eircom Limited Master Terms and Conditions for the Supply of Goods and Services at www.eir.ie/business/masterterms.

Service Description

The Advantage Unified Virtual Landline service (AU-VL) entitles an eir mobile end user to associate a Virtual Landline number "VL Number" to their eir mobile number "Mobile Number" whereby the user can choose to present their Mobile Number or AU-VL number as the CLI for outgoing calls and can receive inbound calls to either number.

1. Customer must have an active Mobile Number in order to avail of AU-VL.
2. To avail of AU-VL Customers must transfer their existing PSTN or ISDN service to eir.
3. The AU-VL service comes bundled with the Advantage Unified Follow Me (AU-FM) service at no extra cost to the Customer. The AU-FM Terms can be found at www.eir.ie/business/au-fmterms
4. The applicable additional rental charge for AU-VL will be added to the Customer's Mobile bill and shall be charged in advance per SIM per month.
5. Customers who request to revert to a PSTN line from a Virtual Landline may not be able to revert to the original PSTN number.
6. If the Customer ceases a Mobile Number that has an associated VL Number the Customer must separately request to cease the VL Number. Early cease charges may apply.
7. VL Numbers are allocated based on the Customer's Minimum Numbering Area (MNA) as defined by ComReg e.g. if the Customer's address is within the MNA associated with 021 (Cork) the Customer can only be allocated a number beginning with the area code 021.
8. The VL Number does not belong to the Customer and will remain property of eir until the number is transferred to another service provider. If the Customer decides to move to another Service Provider, and wishes to retain the VL Number allocated to them, eir will facilitate the transfer of the VL Number to the new Service Provider in accordance with the Universal Service regulations 2011.
9. The Minimum Period of Service is a period of not less than twelve (12), months from the Operational Service Date
10. The monthly Service rental will depend on the Tariff Plan of the Mobile Number specified by the Customer on the Order.
11. Fault Incidents can be reported using the contact details listed on the Order Form and welcome email.