

Eir Business Wi-Fi Calling Terms and conditions

1. The following terms and conditions form part of and are subject to the terms and conditions of eir's Wi-Fi calling service ("eir Wi-Fi Calling"). These terms are in addition to and form part of the terms and conditions of the eir Business Mobile Service which can be found at www.eir.ie/business/termsandconditions. All of these terms combined constitute a legally binding agreement between eir and the Customer for the use of the eir Wi-Fi Calling service. All capitalised terms herein (unless otherwise defined) shall have whatever meaning is ascribed to them in the eir Master Terms and/or the eir Business Mobile terms.
2. **Service Description**

Wi-Fi Calling is a service which allows End Users to make and receive calls and SMS's over any Wi-Fi Internet connection in any country using the same Price Plan as if they were located in the Republic of Ireland.
3. **Use Of The Service**

By using eir Wi-Fi Calling the Customer agrees to accept the eir Terms and conditions for Wi-Fi Calling. If you don't agree with these Terms, please ensure that your End Users don't enable eir Wi-Fi Calling on their handsets.
4. **Minimum Requirements**
 - 4.1. To avail of eir Wi-Fi Calling, the Customer must ensure:
 - 4.1.1. it has a subscription to an eir Business Price Plan (excluding data only Plans)
 - 4.1.2. it has ordered the Wi-Fi Calling service for all of its applicable End Users.
 - 4.1.3. that all of its applicable End Users have compatible handsets. A list of compatible handsets is available at, <https://business.eir.ie/shop/phones-landing>
 - 4.1.4. that each applicable End User enables Wi-Fi Calling on their handset.
 - 4.2. Once connected to a Wi-Fi Internet connection, the End User's handset will automatically connect to the eir Wi-Fi Calling network indicated on the handset by the appearance of the Wi-Fi calling icon. Once the icon appears the End User will be able to make eir Wi-Fi calls and SMS's over the Wi-Fi Internet connection.
5. **Type Of Connection Required To Use Wi-Fi Calling**

An End User may not be able to avail of Wi-Fi Calling because both the quality and availability of the Services are affected by factors which could cause radio interference, such as physical obstructions or technical faults in the Wi-Fi network including in other telecommunications networks through which the Services may be relayed or other matters beyond eir's control. 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. The customer acknowledges that these factors are outside of eir's control.
6. **Charges For Using Wi-Fi Calling**
 - 6.1. Voice calls and SMS's made via Wi-Fi Calling are charged at the same rates in and out of bundle as the End Users prevailing rates for voice and SMS's in their Price Plan, for example all Premium rate calls made via Wi-Fi Calling are charged at out of bundle rates.
 - 6.2. Any charges relating to the Wi-Fi Internet connection are the responsibility of the Customer.

7. Emergency Services Calls

- 7.1. Wi-Fi emergency service calls and SMS's are supported only in the Republic of Ireland and only on Apple devices, in the absence of a mobile network radio signal. In the case of such calls, caller location information will not be available to the emergency services. Wi-Fi Emergency Services Calls and SMS are not supported on any other devices.
- 7.2. Wi-Fi Calling cannot be used for emergency services calls outside the Republic Ireland.
- 7.3. Emergency services calls and SMS's will always attempt to use the strongest available mobile network radio signal or Wi-Fi signal as the case may be. Wi-Fi Calling will only be used for emergency calls where it is the strongest available signal and in such cases, the Emergency Services will not be able to identify the End User's location as a result.

8. Wi-Fi Calling While Roaming Outside The Republic Of Ireland

- 8.1. An End User can connect to a Wi-Fi Hotspot anywhere in the world and utilise Wi-Fi Calling in the same manner as if the End User is connected to the eir mobile network in Ireland i.e. usage will be deducted from their allowances according to the Customer's Price Plan.
- 8.2. Wi-Fi Calls made to the Roaming country within which the End User is located or to any number outside of Ireland will be charged at standard international rates from Ireland. If the Customer has a preference to be charged standard Roaming rates for these calls, the End User may disable Wi-Fi Calling on the handset while Roaming.
- 8.3. When using Wi-Fi Calling outside the Republic of Ireland,
 - 8.1.1. It is always free to receive a call when using Wi-Fi Calling abroad.
 - 8.1.2. It is always the same price or cheaper to make a call back to Ireland when using Wi-Fi Calling abroad.
 - 8.1.3. Local or international calls made using Wi-Fi Calling in the EU, USA, Australia or New Zealand may be more expensive than making the same calls by Roaming on the available cellular networks in these countries.
- 8.4. Any Roaming add-ons or allowances which have been added to the Customer or End User's account or subscription will not apply to the Wi-Fi Calling service.

9. Billing

Calls and SMS made over eir Wi-Fi Calling will not be identified on the bill as such and will be charged according to the Customer's selected Price Plan.

10. Wi-Fi Calling Limitations

- 10.1. Calls made over Wi-Fi will be disconnected when the handset is no longer connected to a Wi-Fi access point. If this happens, the End User will need to re-establish the Wi-Fi connection and redial the call or connect to the standard mobile network. This may also apply in-building in the case of some Wi-Fi Access Points that do not have the ability to handover between access points (typically older Wi-Fi systems).
- 10.2. End Users that enable Wi-Fi calling will no longer be able to avail of certain eir VPN based services*. These are as follows:
 - 10.1.1. Shortcode dialing (End Users can still be called using shortcode dialing where this is set up on the Customer's account)
 - 10.1.2. Call Screening (the ability to block certain number ranges)
 - 10.1.3. Mobile Extension (the ability to display a fixed line number as the Calling Line ID (CLI) when making a call from a mobile number)

*End Users cannot revert to these VPN services once Wi-Fi calling has been enabled.