

**Vulnerable User Scheme (VUS)**  
(Low User Scheme)

Call Type	Eligible VUS Calls <b>up to €6.56</b> (ex.vat) per month		Eligible VUS Calls <b>from €6.56 to €13.995</b> (ex. vat) per month		Eligible VUS Calls <b>above €13.995</b> (ex.vat) per month	
	Cent per min	Call Set-Up Fee	Cent per min	Call Set-Up Fee	Cent per min	Call Set-Up Fee
<b>Eligible VUS Calls</b>	0.00c	0.00c	Double standard rate (3)	Double standard rate (4)	standard rate (2)	standard rate (2)
<b>All Other Calls</b>	standard rate (3)					

**Notes:**

1. Charge of **€25.22**(€20.50 ex. vat) per month to include Line Rental and a Call Allowance of up to €8.07 (€6.56 ex. vat) on Eligible VUS Calls.
2. Standard Rate is as per Part 2 of the eir price list.
3. Double Standard Rate = (Standard Price per minute x Duration x 2).
4. Double Standard Rate Call Set-up Fee = (Standard Call Setup Fee x 2).
5. For the purposes of bill presentation the VUS charge will appear as Zero where an account is also availing of the Social Benefit Scheme.
6. Calls to 07610 / 07611 are charged at local rates.

### Vulnerable User Scheme

**"The Company"** means eir and open eir trading names of eircom Limited, Registered as a Branch in Ireland Number 907674, Incorporated in Jersey Number 116389. Branch Address: 1 Heuston South Quarter, St. John's Road, Dublin 8, Ireland.© 2015 eir.

**"Customer"** means a person with whom the Company makes, has made or, is deemed to have an agreement for the provision to such person of a telecommunications service and also means a person to whom such service has been or, is being provided.

**"Vulnerable User Scheme" (VUS)** means a facility whereby customers transmitting all their call traffic over the Company's network may, on payment of a Charge, avail of a tariff scheme entitling them to a Call Allowance on Eligible VUS Calls on a single telephone account.

**"the Facility"** means the Vulnerable User Scheme.

**"Charge"** means a monthly charge payable to the Company to avail of the Facility. The current Charge is as set out in [www.eir.ie/pricing](http://www.eir.ie/pricing).

**"Call Allowance"** means the allowance per month on all eligible VUS Calls as set out in [www.eir.ie/pricing](http://www.eir.ie/pricing).

the **"Threshold"** means the value of the customers total call spend (incl. 50 cent handling charge) on Eligible VUS Calls as set out in [www.eir.ie/pricing](http://www.eir.ie/pricing).

**"Eligible VUS Calls"** means customer directed dialled calls made between exchanges in the State and from exchanges in the State to Northern Ireland, and from exchanges in the State to exchanges outside the State (excluding broadband, ISDN, non-discount calls and calls made to Inmarsat, EMSAT and Skyphone mobile telephony systems.

**"Excluded Calls"** means calls to other mobile operators not included in the package, Chargecard calls, calls to the Eirpac service, calls to other packet switched networks, calls made to Premium Rate Telephone Service, calls to Directory Enquiry Service, calls to certain Phone Services, Teleconferencing calls, calls made by use of the Virtual Private Network Facility, Operator Assisted Calls, FreeFone 1800 calls received by the customer, CallSave 1850 calls received by the customer, LoCall 1890 calls received by the customer, non-geographic shortcall calls received by the customer, calls made to the Local 0818 service; calls made by the customer to CallSave 1850, SMS (Short Messaging Service) Calls made by the Customer, calls made by

the customer to LoCall 1890, calls made by the customer to UK FreeFone numbers e.g. 0800 and 0845 calls, calls made to Internet Access 1891, calls made to Internet Access 1892, calls made to Flat Rate Internet Access 1893, calls made to Inmarsat, Iridium, EMSAT, calls to VoIP 076 numbers and calls made to Skyphone mobile telephony systems. (The prices for these excluded calls, and other eir products, can be found at [www.eir.ie/pricing](http://www.eir.ie/pricing) or by dialling eir at 1901)”

“**VOIP**” means Voice Over Internet Protocol using 076 prefix.

1. The Company may provide a facility, in [www.eir.ie/pricing](http://www.eir.ie/pricing) referred to as “**Vulnerable User Scheme**” (**VUS**) to telephone customers generally or to such groups of telephone customers as it shall determine whereby a telephone customer connected to the fixed telephone network may, on payment of a Charge, avail of a tariff scheme entitling them to a Call Allowance on Eligible VUS Calls on a single telephone account.

**A copy of the eir Price List may be inspected at eir, 1 Heuston South Quarter, St John’s Road, Dublin 8, Ireland; by visiting [www.eir.ie/pricing](http://www.eir.ie/pricing); or by contacting FreeFone 1901.**

2. Use of the Facility by the Customer shall be deemed to be an acceptance by the Customer of the terms and conditions of this Agreement. Customers who avail of the Department of Social and Family Affairs Rental and Call Allowance shall be eligible to avail of the Facility.
3. It shall be a condition of the application of the VUS Facility that:
  - (a) the Customer pays the Charge as set out above.
  - (b) the Charge shall be applied in the following manner:
    - (i) to discharge the Customer’s indebtedness to the Company in respect of exchange line rental and the balance to be applied by way of a Call Allowance on Eligible VUS Calls;
    - (ii) once the Customer has exhausted the Call Allowance for Eligible VUS Calls, all Eligible VUS Calls thereafter shall be charged at the rate (double the relevant standard rate) as set out above.
    - (iii) hereof, until such time as the Customer has reached the Threshold. Once the Customer has reached the Threshold set out above, it shall thereafter be charged at the standard rates set out in above in respect of all Eligible VUS Calls.
    - (iv) All calls, other than Eligible VUS Calls shall be charged at standard rates and shall not form part of the Call Allowance.

- (c) Customers of this Facility shall not be entitled to avail of any other discount facility in respect of Eligible VUS Calls.
  - (d) Customers who choose to avail of Carrier Pre-selection (CPS) shall not be eligible to avail of the Facility.
  - (e) Customers who avail of the Facility shall receive a detailed itemised bill free of charge on the account to which the Facility applies.
  - (f) Except for Customers switching service provider in accordance with clause 7.10.3 of the Company's General Terms and Conditions standard call charges will apply to all call charges for eligible eir **Vulnerable User Scheme** calls payable by the Customer in the billing cycle in which the eir **Vulnerable User Scheme** facility is terminated.
4. It shall be an condition of the application of this Facility that customers who avail of the Facility are obliged, at all times, to transmit all their call traffic including, for the avoidance of doubt, traffic other than Eligible VUS Calls on the account to which the VUS Facility applies on the Company network.
  5. This Agreement shall commence on the date of acceptance by the Company and shall be for a minimum period of one (1) month ("the Minimum Period") during which period it may not be terminated except in accordance with this Agreement.
  6. The Facility will be implemented as soon as possible after a sufficient period is allowed to set-up the Customer. Once implemented, all of the Customer's Eligible VUS Calls shall become eligible for the Call Allowance.
  7. One (1) 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 of the Company's current charges can be obtained by visiting [www.eir.ie/pricing](http://www.eir.ie/pricing) or by contacting FreeFone 1901 (Residential Customers).
  8. In the event of changes notified by the Company to these terms and conditions, you may terminate this Agreement, without charge, by serving notice in writing prior to the date of implementation of such changes. You will be deemed to have accepted any implemented changes, by continuing to use the Services.

9. Unless otherwise agreed or the Company otherwise decides, all monies due to the Company by the Customer become payable as soon as an account or demand therefore is issued to the Customer. Unless otherwise agreed or the Company 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](http://www.eir.ie). For Bill enquiries, Residential Customer can contact us on FreeFone 1901.
  
10. The Company 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 (2) 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 the Company's Customer Care Code of Practice for Complaint Handling, which can be viewed by visiting [www.eir.ie/codeofpractice](http://www.eir.ie/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.
  
11. **The Customer can obtain further support or information on all available Residential Tariff Plans on [www.eir.ie](http://www.eir.ie) or by contacting FreeFone 1901.**

**Other Terms applicable:**General Terms & Conditions: [www.eir.ie/eir General Terms & Conditions.pdf](http://www.eir.ie/eir%20General%20Terms%20&%20Conditions.pdf)