

**Part 3.1**  
**eir broadband (Asymmetric Digital Subscriber Line)**

Level	Bandwidth (up to)	Monthly Download Limit (5) (18)	Monthly Upload Limit (5)	Standard Connection charge		Self-Install Charge (12)(13)(15)		Monthly Rental	
				ex. vat	inc. vat	ex. vat	inc. vat	ex. vat	inc. vat
€ eir broadband Time	1024kbps Downstream / 128kbps Upstream	n/a	n/a	€81.81	€100.63	€24.68	€30.36	€16.52	€20.32
<b>eir broadband Advanced</b>	24576kbps Downstream / 768kbps Upstream	<b>30GB combined</b>		€81.81	€100.63	€24.68	€30.36	€22.65	€27.86
eir broadband Advanced Unlimited	24576kbps Downstream / 768kbps Upstream	<b>Unlimited combined</b>		€81.81	€100.63	€24.68	€30.36	€26.79	€32.95
# eir broadband home starter (19)	1024kbps Downstream / 128kbps Upstream	<b>Unlimited</b>	<b>Unlimited</b>	€81.81	€100.63	€24.68	€30.36	€20.65	€25.40
# eir broadband home plus	3072kbps Downstream / 384kbps Upstream	<b>Unlimited</b>	<b>Unlimited</b>	€81.81	€100.63	€24.68	€30.36	€24.79	€30.49
# eir broadband home Advanced	7168kbps Downstream / 384kbps Upstream	<b>Unlimited</b>	<b>Unlimited</b>	€81.81	€100.63	€24.68	€30.36	€32.91	€40.48
# eir broadband home turbo	24576kbps Downstream / 768kbps Upstream	<b>Unlimited</b>	<b>Unlimited</b>	€81.81	€100.63	€24.68	€30.36	€39.66	€48.78
eir broadband business lite (19)	1024kbps Downstream / 128kbps Upstream	<b>10GB</b>	<b>1GB</b>	€81.81	€100.63	€24.68	€30.36	€20.65	€25.40
◊ eir broadband business lite plus	3072kbps Downstream / 384kbps Upstream	<b>30GB</b>	<b>Unlimited</b>	€81.81	€100.63	€24.68	€30.36	€24.79	€30.49
◊ eir broadband business starter	12288kbps Downstream / 1126kbps Upstream	<b>Unlimited</b>	<b>Unlimited</b>	€81.81	€100.63	€0.00	€0.00	€40.00	€49.20
* eir broadband business plus	4096kbps Downstream / 384kbps Upstream	<b>60GB</b>	<b>Unlimited</b>	€81.81	€100.63	€0.00	€0.00	€89.00	€109.47
eir broadband business plus 12	12288kbps Downstream / 1024kbps Upstream	<b>Unlimited</b>	<b>Unlimited</b>	€81.81	€100.63	€0.00	€0.00	€65.00	€79.95
* eir broadband business enhanced	6144kbps Downstream / 512kbps Upstream	<b>Unlimited</b>	<b>Unlimited</b>	€81.81	€100.63	€0.00	€0.00	€169.00	€207.87
* eir broadband business enhanced 12	12288kbps Downstream / 1024kbps Upstream	<b>Unlimited</b>	<b>Unlimited</b>	€81.81	€100.63	€0.00	€0.00	€169.00	€207.87
eir broadband business enhanced 12/2	18432kbps Downstream / 2048kbps Upstream	<b>Unlimited</b>	<b>Unlimited</b>	€81.81	€100.63	€0.00	€0.00	€99.00	€121.77
eir broadband business Advanced	24576kbps Downstream / 1024kbps Upstream	<b>Unlimited</b>	<b>Unlimited</b>	€81.81	€100.63	€0.00	€0.00	€65.00	€79.95
eir broadband Temporary Line (10)	4096 kbps Downstream / 384kbps Upstream	<b>Unlimited</b>	<b>Unlimited</b>						
With Internal Wiring				€561.00	€690.03				
Without Internal Wiring				€371.00	€456.33				
<b>Technician Callout Charge (13)</b>		ex. Vat	€81.81	inc. Vat	€100.63				

- \* from 21st May 2009 no longer available to new customers  
# from 15th January 2015 no longer available to new customers  
◊ from 5th March 2015 no longer available to new customers  
\$ from 1st September 2016 no longer available to new customers

## eir Next Generation Broadband

Level	Bandwidth (up to *)	Usage Limit <sup>(5)</sup> (Combined Download / Upload)	Standard Connection charge		Self-Install Charge <sup>(14)</sup> <sup>(17)</sup>		Monthly Rental	
			ex. vat	inc. vat	ex. vat	inc. vat	ex. vat	inc. vat
eir broadband Advanced	24576kbps Downstream / 768kbps Upstream	30GB	€81.81	€100.63	€24.68	€30.36	€20.65	€25.40
eir broadband Advanced Unlimited	24576kbps Downstream / 768kbps Upstream	Unlimited	€81.81	€100.63	€24.68	€30.36	€24.79	€30.49
eir broadband Next Generation Broadband Velocity	24576kbps Downstream / 768kbps Upstream	50GB	€81.81	€100.63	€24.68	€30.36	€28.92	€35.57
**eir broadband Next Generation Broadband Advanced	8192kbps Downstream / 512kbps Upstream	Unlimited	€81.81	€100.63	€24.68	€30.36	€32.91	€40.48
eir broadband Next Generation Broadband Ultimate	24576kbps Downstream / 768kbps Upstream	Unlimited	€81.81	€100.63	€24.68	€30.36	€32.91	€40.48
eir Business Lite Next Generation	8192kbps Downstream / 512kbps Upstream	10GB	€81.81	€100.63	€24.68	€30.36	€20.65	€25.40
eir Business Lite Plus Next Generation	8192kbps Downstream / 512kbps Upstream	Unlimited	€81.81	€100.63	€24.68	€30.36	€24.79	€30.49
Technician Callout Charge <sup>(13)</sup>			ex. vat	€81.81	inc. vat	€100.63		

\*\* from 7th May 2011 NGB Advanced no longer available to new customers.

\* Best available speed

## NGB Standalone Broadband

Level	Bandwidth <sup>(19)</sup> (up to)	Usage Limit <sup>(5)</sup> (Combined Download / Upload)	* Self-Install Charge <sup>(14)</sup> <sup>(17)</sup>		Monthly Rental	
			ex. vat	inc. vat	ex. vat	inc. vat
eir Broadband Solo Essential**	24576kbps Downstream / 768kbps Upstream	2GB	€24.68	€30.36	€34.96	€43.00
eir Broadband Solo Advanced**	24576kbps Downstream / 768kbps Upstream	30GB	€24.68	€30.36	€39.02	€48.00
eir Broadband Solo Advanced Unlimited	24576kbps Downstream / 768kbps Upstream	Unlimited	€24.68	€30.36	€43.09	€53.00
# SABB Business Lite	8192kbps Downstream / 512kbps Upstream	10GB	€24.68	€30.36	€33.00	€40.59
# SABB Business Lite Plus	8192kbps Downstream / 512kbps Upstream	Unlimited	€24.68	€30.36	€38.00	€46.74
Technician Callout Charge <sup>(13)</sup>			ex. vat	€81.81	inc. vat	€100.63

NOTE: It should be noted that a customer availing of Standalone Broadband will not be able to receive calls or make outbound calls from their line. Access to emergency service numbers is not available.

\* Self Install Connection Charge will be set to zero until 31st December 2018

# from 17th July 2015 no longer available to new customers

\*\* from 15th September 2015, no longer available to new customers.

## eir Fibre Broadband

Level	Bandwidth (up to)	Usage Limit <sup>(5)</sup> (Combined Download / Upload)	Standard Connection charge		Self-Install Charge <sup>(12)(13)</sup>		Monthly Rental	
			ex. vat	inc. vat	ex. vat	inc. vat	ex. vat	inc. vat
<b>eir Fibre</b>	102400kbps / 20480kbps	<b>30GB</b>	€81.81	<b>€100.63</b>	€24.68	<b>€30.36</b>	€20.65	<b>€25.40</b>
<b>eir Fibre (unlimited)</b>	102400kbps / 20480kbps	<b>Unlimited</b>	€81.81	<b>€100.63</b>	€24.68	<b>€30.36</b>	€24.79	<b>€30.49</b>
<b>eir Fibre Extreme 150MB</b>	153600kbps / 30720kbps	<b>Unlimited</b>	€220.26	<b>€249.99</b>	n/a	n/a	€28.85	<b>€35.49</b>
<b>eir Fibre Extreme 300MB</b>	307200kbps / 51200kbps	<b>Unlimited</b>	€220.26	<b>€249.99</b>	n/a	n/a	€35.35	<b>€43.49</b>
<b>eir Fibre Extreme 1000MB</b>	1024000kbps /	<b>Unlimited</b>	€220.26	<b>€249.99</b>	n/a	n/a	€45.11	<b>€55.49</b>
<b>*eir Fibre Business Professional</b>	102400kbps / 20480kbps	<b>500GB</b>	€81.81	<b>€100.63</b>	€24.68	<b>€30.36</b>	€24.79	<b>€30.49</b>
<b>*eir Fibre Business Advanced</b>	102400kbps / 20480kbps	<b>Unlimited</b>	€81.81	<b>€100.63</b>	€24.68	<b>€30.36</b>	€40.00	<b>€49.20</b>
<b>*eir Fibre Business Ultimate</b>	102400kbps / 20480kbps	<b>Unlimited</b>	€81.81	<b>€100.63</b>	€24.68	<b>€30.36</b>	€65.00	<b>€79.95</b>
<b>Technician Callout Charge <sup>(13)</sup></b>			<b>ex. vat €81.81</b>	<b>inc. vat €100.63</b>				

## eir Fibre Standalone Broadband

Level	Bandwidth (up to)	Usage Limit <sup>(5)</sup> (Combined Download / Upload)	Standard Connection charge		Self-Install Charge <sup>(12)(13)</sup>		Monthly Rental	
			ex. vat	inc. vat	ex. vat	inc. vat	ex. vat	inc. vat
<b>eir Fibre</b>	102400kbps / 20480kbps	<b>30GB</b>	€81.81	<b>€100.63</b>	€24.68	<b>€30.36</b>	€39.02	<b>€48.00</b>
<b>eir Fibre (unlimited)</b>	102400kbps / 20480kbps	<b>Unlimited</b>	€81.81	<b>€100.63</b>	€24.68	<b>€30.36</b>	€43.09	<b>€53.00</b>
<b>eir Fibre Extreme 150MB</b>	153600kbps / 30720kbps	<b>Unlimited</b>	€220.26	<b>€249.99</b>	n/a	n/a	€44.72	<b>€55.00</b>
<b>eir Fibre Extreme 300MB</b>	307200kbps / 51200kbps	<b>Unlimited</b>	€220.26	<b>€249.99</b>	n/a	n/a	€51.22	<b>€63.00</b>
<b>eir Fibre Extreme 1000MB</b>	1024000kbps /	<b>Unlimited</b>	€220.26	<b>€249.99</b>	n/a	n/a	€60.98	<b>€75.00</b>
<b># eir Fibre Business Professional</b>	102400kbps / 20480kbps	<b>500GB</b>	€81.81	<b>€100.63</b>	€24.68	<b>€30.36</b>	€38.00	<b>€46.74</b>
<b># eir Fibre Business</b>	71680kbps / 20480kbps	<b>Unlimited</b>	€81.81	<b>€100.63</b>	€24.68	<b>€30.36</b>	€50.00	<b>€61.50</b>
<b># eir Fibre Business Ultimate</b>	102400kbps / 20480kbps	<b>Unlimited</b>	€81.81	<b>€100.63</b>	€24.68	<b>€30.36</b>	€75.00	<b>€92.25</b>
<b>Technician Callout Charge <sup>(13)</sup></b>			<b>ex. vat €81.81</b>	<b>inc. vat €100.63</b>				

NOTE: It should be noted that a customer availing of Standalone eir Broadband will not be able to receive calls or make outbound calls from their line. Access to emergency service

# from 17th July 2015, no longer available to new customers.

\* From 15th September 2015, no longer available to new customers.

**eir Wireless Broadband**

Level	Usage Limit (Download / Upload or Combined)	Monthly Rental	
		ex. vat	in. vat
eir Wireless Broadband 100GB	100GB	€36.59	<b>€45.00</b>
eir Wireless Broadband 250GB	250GB	€48.78	<b>€60.00</b>

CPE Required	ex. vat	inc. vat	ex. vat	inc. vat
	Huawei Router	€39.84	<b>€49.00</b>	€121.14
12 month contract		30 day contract		

**Notes :**

- 1 A customer wishing to avail of eir Wireless Broadband must purchase a suitable router as set out above.
- 2 eir Wireless Broadband is available with a 30 day or 12 month contract.
- 3 Out of bundle rate €2 / GB (inc VAT) (charged per kB at rate of 0.0000015506899 excl. VAT).
- 4 Where a customer exceeds the monthly data allowance they can buy additional monthly data add on or accept usage at standard out of bundle rates as set out in note 3 above.
- 5 eir Vision not available via eir Wireless Broadband.
- 6 Free eir Sport available to eir Wireless Broadband customers via satellite TV however eir Sport App is not available via eir Wireless Broadband.
- 7 Usage of eir Wireless Broadband for roaming is prohibited.

## Business Broadband

Level	Bandwidth (up to) <sup>(19)</sup>	Monthly Download / Upload Limit <sup>(5) (18)</sup>	Standard Connection charge		Self-Install Charge <sup>(12)(13)(17)</sup>		Monthly Rental	
			ex. vat	inc. vat	ex. vat	inc. vat	ex. vat	inc. vat
Business Advantage	102400kbps / 20480kbps	50GB	€81.81	€100.63	€24.68	€30.36	€24.79	€30.49
*Business Advantage Boost	102400kbps / 20480kbps	Unlimited	€81.81	€100.63	€24.68	€30.36	€29.79	€36.64
*Business Advantage Boost - 1GB	1048576kbps / 102400kbps	Unlimited	€249.99	€283.74	N/A	N/A	€59.79	€73.54
*Business Advantage Boost - 300MB	307200kbps / 71680kbps	Unlimited	€249.99	€283.74	N/A	N/A	€39.79	€48.94
*Business Advantage Boost - 150MB	153600kbps / 30720kbps	Unlimited	€249.99	€283.74	N/A	N/A	€34.79	€42.79

\* 8 hour PSTN SLA available on promotion with Business Advantage Boost

## Business Standalone Broadband

Level	Bandwidth (up to) <sup>(19)</sup>	Monthly Download / Upload Limit <sup>(5) (18)</sup>	Standard Connection charge		Self-Install Charge <sup>(12)(13)(17)</sup>		Monthly Rental	
			ex. vat	inc. vat	ex. vat	inc. vat	ex. vat	inc. vat
Business Broadband 40GB	102400kbps / 20480kbps	40GB	€81.81	€100.63	€24.68	€30.36	€34.79	€42.79
Business Broadband Unlimited	102400kbps / 20480kbps	Unlimited	€81.81	€100.63	€24.68	€30.36	€39.79	€48.94
Business Advantage Boost - 1GB	1048576kbps / 102400kbps	Unlimited	€249.99	€283.74	N/A	N/A	€74.79	€91.99
Business Advantage Boost - 300MB	307200kbps / 71680kbps	Unlimited	€249.99	€283.74	N/A	N/A	€54.79	€67.39
Business Advantage Boost - 150MB	153600kbps / 30720kbps	Unlimited	€249.99	€283.74	N/A	N/A	€49.79	€61.24

**Notes:**

- 1** A customer requesting the connection of eir Broadband must make available a telephone exchange line that is rented from Open eir, in order to facilitate the connection of such access. Failure to do so may result in disconnection of the broadband service.
- 2** eir Broadband connection and monthly rental charges are payable in addition to the telephone exchange line connection and monthly rental charges. For Standalone eir Broadband no telephone line rental charges apply. **NOTE:** Customers availing of Standalone eir Broadband will not be able to make or receive calls from their line.
- 3** Customers applying to eir to avail of eir Broadband shall on request be provided with the use of an DSL modem of eir's choice, ("the modem") to facilitate the connection to eir Broadband. For Home Starter, Business Lite, Business Lite Plus, NGB Business Lite and NGB Business Lite Plus a modem charge of €24.38 (ex. VAT) applies. **NOTE:** eir Broadband Home Starter signing up to a bundle a modem charge of €29.99(inc. VAT) applies (A rental option is also available at €3.04 (inc. VAT) per month). Customers who order these products online will receive their modem free of charge.
- 3(a)** In relation to eir Fibre Broadband products, eir will supply a suitable eir Broadband modem to customers in order to facilitate provision of and use of the Service. This Modem remains the property of eir and may only be used in conjunction with eir Broadband products and must comply with all manufacturers' instructions and any other reasonable instruction provided by eir. We may add to or substitute the eir Fibre Broadband modem as necessary to provide the Services or for other valid reasons. On termination of the Agreement, or on cancellation of any eir Fibre Broadband Services, the Customer shall within fourteen (14) days of the date of termination or cancellation, arrange for eir to collect the Modem from the Service address. In the event of any such Modem not being returned to eir within fourteen (14) days of the cancellation of the Order, the Customer shall be charged by eir a modem fee (€59.99 inc. VAT / €48.77 ex. VAT) in respect of the non-return of any Modem. eir reserves the right to charge customers who terminate their contracts or before the 1st August 2013 for the cost of the modem.
- 4** It shall be the responsibility of the customer to ensure that compatible equipment is available to enable the company to effect the connection of eir Broadband.
- 5** Where customer usage exceeds the specified monthly download/upload limit appropriate to the customer's chosen level, the company reserves the right to charge the customer for the excess use or to request the customer to select a more appropriate level. In the event of a customer refusing or neglecting to select an appropriate level, eir may upon due notice terminate the provision of the facility to the customer. The additional charge for excess usage is €2.03 per GB (€1.65 ex. VAT) up to a maximum of €24.40 (inc. VAT) per month. eir Fibre packages with unlimited usage are subject to a Fair Usage policy of 1TB per month. Usage in excess of 1TB will be charged at €2.50 (inc. VAT) for every 10 GB up to maximum of €100 (inc. VAT) per month.
- 6** Removal of eir Broadband to another location shall be subject to the appropriate connection charge as specified in the table above.
- 7** eir Broadband is subject to a minimum contract period. Where an eir Broadband access is ceased during the minimum contract period, the customer shall be liable to pay the monthly rental for the balance of the unexpired contract period. For customers ordering eir Broadband after 20th January 2010, the minimum contract period is twelve (12) months from the date of connection. Notwithstanding the above, customers availing of Standalone Broadband or Standalone eir Fibre wish to move their service to a new premises, may do so subject to a 6 month minimum contract term being applied at the new premises.
- 8** Where the customer ceasing during a minimum contract period has chosen to avail of the use of an DSL modem from eir, he or she shall pay the sum of €50.60 (inc. VAT) / €41.14 (ex. VAT) or €50.81 (inc. VAT) / €41.31 (ex. VAT) for Pocket Modem (eir Broadband Time).

**Notes continued:**

- 9** eir Broadband is not necessarily supplied in all areas.
- 10** eir Broadband temporary lines are available at such places as the company may from time to time determine. A list of venues where such services are provided is available on request. Temporary Lines are provided for a maximum period of one calendar month. The customer must specify an end date at the time of ordering of the service.
- 11** Details of a split billing option are available on request.
- 12** The self-install option may not be available to all customers (e.g. eir recommends a technician call-out for customers with monitored alarm systems), details are available on application. Where the self-install option is cancelled by the customer and fails to return the self-install kit provided by eir to the customer, eir reserves the right to charge the customer the sum of €50.60 (inc. VAT) / €41.14 (ex. VAT).
- 13** eir recommends a technician call-out for customers with monitored alarms (see callout charge above). All first time connections to Fibre to the home will require a technician call-out, the cost of which is included in the standard connection charge.
- 14** Upgrades to existing eir Broadband access levels shall not incur additional charges. In respect of a downgrade of a level, an administration fee of €25.41 (€20.66 ex. VAT) shall be charged by eir and payable by the Customer, or, (ii) the downgrade shall be without charge subject to this agreement becoming subject to a minimum term of twelve (12) months commencing on the date of the downgrade. Monthly rental charges for upgraded or downgraded eir Broadband shall be based on the charges for the revised bandwidth. In respect of a downgrade of a level for eir Fibre to the Home, an administration fee of €50 (inc. VAT) shall be charged by eir and payable by the Customer or (ii) the downgrade shall be without charge subject to this agreement becoming subject to a minimum term of twelve (12) months commencing on the date of the downgrade (For Downgrade from eir Fibre Extreme 1000Mb this charge will be set to zero until the 30/06/2016)
- 15** eir Broadband Time allows a customer 20 hours on-line. Once a customer exceeds the 20 hour limit they will be charged a standard 4cent per minute (0.03305 ex. VAT) to a cap of €30.49 (inc. VAT) (€24.79 ex. VAT) for the excess usage.
- 16** eir Broadband Time Modem may be purchased for €50.81 (€41.31 ex. VAT) or a rental option is available for €2.02 per month (€1.64 ex.VAT).
- 17** Free Self Install Connection for all On-Line orders.
- 18** eir reserves the right to impose limits without notice on a customer's service, up to and including suspension, if eir believes, in its reasonably based opinion, that a customer is using the service, including but not limited to excessive downloading unfairly impinges on the ability of other customers to avail of eir's services.
- 19** The Up To Bandwidth speeds are the best available for a specific line and will be notified following line qualification test. Accordingly speeds cannot be guaranteed and may depend on additional factors such as the distance of the Customer premises from the exchange or cabinet to which the customer's line is connected.
- 20** Customers who connected to eir Broadband before 17/06/2013 and who are availing of an "up to 8M" facility may opt to change to an "up to 24M" facility, subject to availability and subject to commencing a new 12 month contract on their eir Broadband facility.

**Link to Broadband terms and conditions:** <https://www.eir.ie/termsandconditions/>