

**TalkSaver and Business Savers**  
**(With effect from 31st August 2001 no longer provided to new applicants)**

**Monthly Bill:**

When the combined total of eligible TalkSaver and Business Savers calls exceeds €31.7433 the following discounts are applied to the further eligible TalkSaver and Business Savers calls made during the billing period as follows:

<b>Eligible TalkSaver and Business Savers Calls</b>	<b>Discount</b>
Calls to NCRTN and International Bands 1a, 2a, 3a and 7a	6%
Local	15%
National	
Daytime & Evening	15%
Weekend	0%
Cross Channel and International (excluding Bands 1a, 2a, 3a and 7a)	25%

**Notes:**

- 1 The combined total of all eligible TalkSaver and Business Savers calls up to a call value of €31.7433 does not attract a discount.
- 2 Eligible TalkSaver and Business Savers calls are aggregated in date and time order.
- 3 National calls are the combined total of former 'A' and 'B' Trunk calls.
- 4 NCRTN means national cellular radio telecommunication networks.

**Bi-Monthly Bill:**

When the combined total of eligible TalkSaver and Business Savers calls exceeds €63.4867 the following discounts are applied to the further eligible TalkSaver and Business Savers calls made during the billing period as follows:

<b>Eligible TalkSaver and Business Savers Calls</b>	<b>Discount</b>
Calls to NCRTN and International Bands 1a, 2a, 3a and 7a	6%
Local	15%
National Daytime & Evening	15%
Weekend	0%
Cross Channel and International (excluding Bands 1a, 2a, 3a and 7a)	25%

**Notes:**

- 1 The combined total of all eligible TalkSaver and Business Savers calls up to a call value of €63.4867 does not attract a discount.
- 2 Eligible TalkSaver and Business Savers calls are aggregated in date and time order.
- 3 National calls are the combined total of former 'A' and 'B' Trunk calls.
- 4 NCRTN means national cellular radio telecommunication networks.

## **TalkSaver and Business Savers**

**(With effect from 31<sup>st</sup> August 2001, no longer provided to new applicants)**

**"The Company"** means eir Limited, Registered as a Branch in Ireland Number 907674, Incorporated in Jersey Number 116389 and any successor thereto.

**"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.

**"The TalkSaver and Business Savers Facility"** is a facility whereby telephone customers connected to the fixed telephone network may receive a discount on eligible TalkSaver and Business Savers calls on a single telephone account.

**"the Facility"** means the TalkSaver and Business Savers Facility.

**"eligible Talk saver and Business Saver"** means customer direct dialled calls or calls to Eirpac, calls to other packet switched networks, calls to Premium Rate Telephone Service, calls to Directory Enquiry Service, calls to Call Management Services, Teleconferencing calls, calls made by use of the Virtual Private Network Facility, 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 Eirpage 08224 service, calls made to the Local 0818 service; calls made by the customer to CallSave 1850, calls made by the customer to LoCall1890, calls made to Internet Access 1891 and calls made to Internet Access 1892 and calls made to Internet Access 1893 and calls made to Inmarsat, Iridium, EMSAT, and Skyphone mobile telephony systems and calls made to VOIP.

**"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/group/pricing](http://www.eir.ie/group/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 “TalkSaver and Business Savers”, 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 receive a discount on eligible TalkSaver and Business Savers calls on a single telephone account. The discount shall be calculated as set out above. The company may, at its absolute discretion, withdraw the TalkSaver and Business Savers facility from all or any telephone customers.

**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 for residential customers or 1800 601 701 for business customers.**

2. The name of the TalkSaver and Business Savers facility shall be:
  - (a) TalkSaver when availed of by residential customers; and
  - (b) Business Savers when availed of by business customers.
3. 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 eir’s current charges can be obtained by visiting [www.eir.ie/pricing](http://www.eir.ie/pricing) or by contacting Freefone 1901 for Residential Customers or freefone 1800 601 701 for Business Customers.
4. In the event of changes notified by the Company to these terms and conditions, the Customer may terminate this Agreement, without charge, by serving notice in writing prior to the date of implementation of such changes. The Customer will be deemed to have accepted any implemented changes, by continuing to use the Services.

5. 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 (14) 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/bill](http://www.eir.ie/bill). For Bill enquiries, Residential Customer can contact us on freefone 1901 while Business Customer can contact us on freefone 1800 601 701.
  
6. 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 freefone 1800 601 701 Business 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.
  
7. Residential Customers 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. Business Customers can obtain further information on all available Business Tariff Plans on [www.eir.ie/business](http://www.eir.ie/business) or by contacting freefone 1800 601 701.

**Other Terms applicable:**

General Terms & Conditions: [www.eir.ie/eir General terms and conditions.pdf](http://www.eir.ie/eir%20General%20terms%20and%20conditions.pdf)