

eir Phone Services Charges

charges are in cent unless otherwise stated	Connection / Setup		Monthly		Check		Cancellation		Call Charge		
	ex.Vat	inc.Vat	ex.Vat	inc.Vat	ex.Vat	inc.Vat	ex.Vat	inc.Vat	ex.Vat	inc.Vat	
1 Call Forwarding (1)	25.13	30.91			12.57	15.46			as specified in the eir Price List		
2 Number Diversion Service											
Set-up from an eir exchange	€30.00	€36.90	€8.47	€10.42					as specified in the eir Price List		
Discounted NDS (4)	€2.50	€27.68	€6.00	€7.38							
Set-up from customer premises	€30.00	€36.90	€2.16	€2.66					as specified in the eir Price List		
3 Call Waiting											
4 Three-way calling									Charge for each element of 3 Way Call		
5 Abbreviated Calling (2)	12.06	14.83			12.06	14.83	12.06	14.83			
6 Hotline Service (2)											
7 eir mailbox			€1.25	€1.54							
8 eir mailbox extra			€1.89	€2.32							
9 Caller Display											
10 1471 Caller Return											
access charge (2)									5.5009	6.7661	
Return Call charge (2)									as specified in the eir Price List		
11 Ringback									9.92	12.20	activation (per event)
12 Call Barring Charges (3)											
*Temporary Off Service (ea)	€20.32	€24.99							* Access to operator assistance and directory enquiry service is not available.		
*Outward Service Barred (fa + ea)	€20.32	€24.99	€4.14	€5.09							
Inward Service Barred (os)	€20.32	€24.99	€2.76	€3.39							
*PRS+ISD+XCH+STD Barred (fa)	€20.32	€24.99	€2.76	€3.39							
*PRS+ISD+XCH Barred (fa)	€20.32	€24.99	€2.76	€3.39							
*PRS+ISD Barred (fa)	€20.32	€24.99	€2.76	€3.39							
*PRS + Mobile Barred	€20.32	€24.99	€2.76	€3.39							
PRS Barred											
Restoration of Normal Service											
(ea = emergency access available) (fa = freefone access available) (oa = outward service available)											
13 Call Particulars	Standard		Nil charge per request								
	Non-Standard		€6.25 (€5.08 ex.vat) per request per exchange line per account								

Notes:

- 1 Call forward, call set up charge and call check charge apply to services on the company's public switched telephone network only.
- 2 Not available on the ISDN network.
- 3 PRS (Premium Rate Service), ISD (International Direct Dial), XCH(Cross Channel), STD (Inland Trunk).
- 4 Discounted NDS is a volume based discount available to customers that connect over 400 virtual lines and avail of the service within any six month period.

Miscellaneous Special Telephone Services

		inc.Vat	ex.Vat	
1	Alarm Clock Call (1)			
	Manual 1800 252 766 (Booking Fee)	185.07	150.46	cent
	Automatic (Booking Fee)	44.51	36.19	cent
	Automatic (Cancellation Charge)	14.83	12.06	cent
2	Surcharge for dishonoured payments	€18.45	€15.00	per dishonoured payment.
3	Reconnection fee where telephone service is suspended for non-payment (2)	€23.43	€19.05	per telephone line
4	(a) Calls to Eirpage '082/08221' Service (b) Calls to Eirpage '08224' Service	Charge as per local call 32.27 26.2328 cent per call		
5	Speaking Clock	Charge as per local call		
6	Direct Dialling Inwards (Non ISDN)	Connection Charge		Annual Rental
	Digital (per block of 30 telephone lines or part of such block):	€5,332.90		€5,332.90
	Additional Annual Charge in respect of extension numbers (per block of 100 of such block)	€761.84		
7	SureTel Annual Charge (per customer's premises) Set-up Charge (per customer's premises)	€761.84 €150.00		
8	Network Call Transfer (3)	euro inc.Vat		euro ex.Vat
	Connection Charge	15.25		12.3966
	Monthly Rental	2.13		1.73

Notes :

- 1 Not available on the ISDN network
- 2 Reconnection charge applies to reconnection of telephone service on the company's public switched telephone network only.
- 3 Network Call Transfer available for PSTN only.

Call Forwarding

“Call Forwarding” is a facility whereby a telephone customer may cause telephone calls to the telephone customer’s telephone to be diverted to another telephone in the telephone group of the telephone customer or to a telephone in another telephone group which is regarded by the company as being adjacent to the telephone group of the telephone customer or to such other categories of telephone as the company may prescribe from time to time. There shall be charged to and paid by the telephone customer in respect of Call Forwarding the charges specified above.

Call Waiting

“Call Waiting” is a facility whereby a telephone call may be interrupted by a message signifying that another telephone call is waiting for the telephone customer. There shall be charged to and paid by the telephone customer in respect of Call Waiting the charge specified above.

Three-way Calling

“Three-way calling” is a facility whereby two or three telephone customers or callers using separate telephones may participate in a telephone call made by the telephone customer. There shall be charged to and paid by the telephone customer in respect of Three-way Calling the charge specified above.

Abbreviated Calling

“Abbreviated Calling” is a facility whereby a telephone customer may make telephone calls to certain telephones determined by the telephone customer through the use of abbreviated dialling. There shall be charged to and paid by the customer in respect of Abbreviated Calling the charge specified above.

Hotline Service

“Hotline Service” is a facility whereby a telephone customer may make telephone calls to certain telephones predetermined by the telephone customer by lifting the handset and not dialling a number within a time determined by the company. There shall be charged to and paid by the customer in respect of Hotline Service the charge specified above

Call Barring

“**Call Barring**” is a facility whereby a telephone customer may require the company to limit the types of call which may be made on the customer’s exchange line through the company network. For the avoidance of doubt the call barring facility will not facilitate the limitation of types of calls made on the customer’s exchange line by use of a network other than the company network. There shall be charged to and paid by the customer in respect of Call Barring the charges specified above.

eir mailbox

“eir **mailbox**” is a facility whereby incoming telephone calls to a telephone exchange line are diverted to a mailbox if the telephone call is not answered or the telephone exchange line is busy. There shall be charged to and paid by the telephone customer in respect of the eir **mailbox** facility the charges specified above.

eir mailbox extra

“eir **mailbox extra**” is a facility whereby, at the request of a telephone customer who avails of “eir **mailbox**”, the company may provide that customer with up to three extension mailboxes (the “Extension Mailboxes”) in addition to the Main Mailbox whereby incoming telephone calls to a telephone exchange line may be diverted to the Main Mailbox or one of the Extension Mailboxes if the telephone call is not answered or the telephone exchange line is busy. There shall be charged to and paid by the telephone customer in respect of eir **mailbox extra** the charges specified above. For the avoidance of doubt, the charges payable by the customer in respect of eir **mailbox extra** are in addition to the charges payable by the customer in respect of eir **mailbox**.

Caller Display

“**Caller Display**” is a facility whereby the telephone number of a customer making a call (the “calling party”) may be displayed on the telephone of the customer to whom the call is made (the “called party”). There shall be charged to and paid by the customer in respect of Caller Display the charge specified above. It shall be a condition of the provision of Caller Display that:

- (a) the called party is connected to a telephone exchange other than an analogue telephone exchange connected to the company network or to another network with which the company has an agreement to support the provision of Caller Display between the calling party network and the called party network;

- (b) the calling party is not making the call and the called party is not receiving the call on certain payphones or switchboard types;
- (c) the customer shall elect to avail of Caller Display generally or on a call by call basis and shall inform the company of the customer's election; and
- (d) the called party must receive the call by using a telephone which is capable of providing Caller Display.

1471 Caller Return

"1471 Caller Return" is a facility whereby the time and date of the last unanswered telephone call made to the telephone line of a customer (the "called party") together with the telephone number of the customer making that telephone call (the "calling party") may be provided to the called party. There shall be charged to and paid by the called party in respect of 1471 Caller Return the charge specified above. Where dual tone multi-frequency exists on a telephone exchange line of the called party, a customer using 1471 Caller Return may make a call to the last registered unanswered number (a "return call"). There shall be charged to and paid by the called party in respect of a return call the appropriate charge specified above and in Part 2 of this Price List. It shall be a condition of the provision of 1471 Caller Return that:

- (a) the called party is connected to a telephone exchange line connected to the company network or to another network with which the company has an agreement to support the provision of 1471 Caller Return between the calling party network and the called party network;
- (b) the call being made by the calling party is not made by use of the Virtual Private Network facility provided however that where dual tone multi-frequency exists on a telephone exchange line of the called party, the called party may avail of 1471 Caller Return in respect of such a call;
- (c) the calling party is not making the call and the called party is not receiving the call on certain payphones or switchboard types;
- (d) the telephone number of the calling party is not withheld by the calling party by means of calling line identification restriction;
- (e) registration of an unanswered call will not take place where the call is an alarm clock call or a call made to a telephone exchange line utilising Call Forwarding;
- (f) the called party must receive the call by using a telephone which is capable of providing 1471 Caller Return; and
- (g) where Call Barring is in operation on a telephone exchange line, a return call may not be made.

Number Diversion Service

1. “**Number Diversion Service**” is a facility whereby customers may request the company to divert, calls made to a specific telephone number of the customer to an alternative telephone number, such diversion to remain in place until further notice to the company from the customer.
2. Where the Number Diversion Service is required to facilitate a customer moving to another location the diversion will be set up from a telephone exchange of the company.
3. Where the Number Diversion Service is required to facilitate international call diversion the diversion will be set up from the requesting customer's premises.
4. There shall be charged to and paid by the customer availing of the Number Diversion Service the applicable charges specified above.
5. It shall be a condition of the provision of the Number Diversion Service that:
 - (a) the called party is connected to a telephone exchange line connected to the company network or to another network with which the company has an agreement to support the provision of the Number Diversion Service;
 - (b) 1471 Caller Return registration of unanswered calls will not take place where the Number Diversion Service is in operation;
 - (c) the Call Waiting facility may not be available to customers availing of the Number Diversion Service;
 - (d) a call may not be diverted to the alternative telephone number specified on the Number Diversion Service destination number where such a call type is barred from the Number Diversion Service originating number;
 - (e) the eir **mailbox** facility will not be available to calls diverted to the alternative telephone number specified on the Number Diversion Service;
 - (f) the call forwarding facility will not be available to calls diverted to the alternative telephone number specified on the Number Diversion Service; and
 - (g) where a customer is availing of the Number Diversion Service to facilitate international call diversion and subsequently activates the call forwarding facility on the Number Diversion Service originating number, the Number Diversion Service will cease to operate until the call forwarding facility has been cancelled.

Direct Dialling Inwards

“**Direct Dialling Inwards**” is a facility whereby a telephone customer may receive telephone calls directly at Internal extensions and in which the connection of calls to such internal extensions is effected by the automatic switching. There shall be charged to and paid by the telephone customer in respect of the Direct Dialling Inwards facility the appropriate charges specified above.

SureTel

“**SureTel**” is a facility whereby incoming telephone calls intended by callers to terminate on particular digital telephone exchange lines of the customer are switched to different telephone exchange lines of the customer at a different premise’s of the customer. There shall be charged to and paid by the telephone customer in respect of the SureTel facility the charges specified above.