

Failed and Late Payment Fees and Other General Fees

(applicable to fixed, bundled and mobile services)

Failed payments and Reconnection Fees

Charge	Price (inc. VAT)	Price (ex. VAT)	
Failed Payments Fee*	€18.45	€15.00	Per dishonoured payment
Reconnection Fee - where service is suspended for non-payment**	€23.43	€19.05	Per telephone line

* Applies to recurring Bank Direct Debit or Credit/Debit Card payments and cheques that fail, a late payment fee may also apply (see table below).

**Reconnection fee applies to reconnection of telephone service on the company's public switched telephone network only.

Other Mobile Fees

Charge	Price (inc. VAT)	Price (ex. VAT)	
Mobile SIM card replacement fee*	€5.00	€4.07	per SIM card

*Charge may apply to any eir Mobile customer who orders a SIM Replacement.

Late payment and Service Fees

The following additional late payment and service fees shall apply to fixed, bundled or standalone mobile customers who:

- (a) enter a new contract with eir or recontract with eir from 26th January 2021 *or*
- (b) receive a 'Contract Change' notice of these charges (effective from the date specified in the notice).

Charge	Price (inc. VAT)	Price (ex. VAT)	
Late Payment Fee – fixed, bundled and standalone mobile customer	€18.45	€15.00	Per late payment (paid after due date).
Paper Bill Fee	€5.99	€4.87	Per paper bill requested <i>or</i> per month if monthly paper bill is requested
Fee for Payment via a Collections Agent	€5.99	€4.87	Per payment
Missed Engineer Appointment fee	€29.99	€24.38	Per missed appointment