

Circle of Friends**(not available to customers from 31st May 2018)**

A discount of 10% on the combined total of eligible Circle of Friends calls made in every two month period

"The Company" means eircom Limited, Registered as a Branch in Ireland Number 907674, Incorporated in Jersey, Number 116389. Branch Address: 2022 Bianconi Avenue, Citywest Business Campus, Dublin 24 D24 HX03, Ireland.

"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.

"Circle of Friends Applicant" means a customer who applies to avail of the Circle of Friends facility.

"Circle of Friends initial nominated numbers" means the five telephone numbers nominated by the Circle of Friends Applicant when such person first applies to avail of the Circle of Friends facility.

"The Circles of Friends Facility" means a facility whereby residential Customers connected to the fixed telephone network may, receive a discount on Eligible Circle of Friends Calls made on a single telephone account.

"the Facility" means the Circle of Friends Facility.

"Circle of Friends nominated numbers" means telephone numbers nominated to the Company by a Circle of Friends Applicant from time to time in accordance with the provisions of this eir Price List and includes the Circle of Friends initial nominated numbers.

"eligible Circle of Friends calls" means Customer direct dialled calls (excluding the non-discount calls, calls made to Inmarsat, EMSAT, Iridium and Skyphone mobile telephony systems) made from the telephone Customer's residential telephone exchange line to five Circle of Friends nominated numbers.

“ 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, SMS (Short Messaging Service) Calls made by the Customer, 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, 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 or by dialling eir at 1901)”

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

1. The Company may provide a facility, referred to as “Circle of Friends”, 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 through a telephone exchange may receive a discount on eligible Circle of Friends calls on a single telephone account.
2. On their single line account the Customer shall nominate five (5) Nominated Numbers to the Company for the purpose of availing of the Facility.
3. 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.
4. The Facility will (provided a sufficient period is allowed to set up the Customer) be implemented on the Customer’s next account. Once implemented the charges will become due and all the Customer’s Eligible Calls to their Nominated Numbers, will attract the discount. If any change to a Nominated Number occurs during a billing period, the discount will be applied only to the five numbers which are Nominated Numbers on the date of billing.

5. The discount shall be calculated as set out above. The Company may, at its absolute discretion, withdraw the Circle of Friends facility from all or any telephone customers.

A copy of the eir Price List may be inspected at eir, 2022 Bianconi Avenue, Citywest Business Campus, Dublin 24 D24 HX03, Ireland; by visiting www.eir.ie/group/pricing; or by contacting Freefone 1800 601 701.

6. It shall be a condition of the application of the Circle of Friends facility that Eligible Circle of Friends calls shall not be eligible for any further or other discounts.
7. Standard call charges will apply to all call charges for eligible eir **Circle of Friends** calls payable by the Customer in the billing cycle in which the eir **Circle of Friends** facility is terminated.
8. 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 or by contacting Freefone 1901 (Residential Customers).
9. 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.
10. 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 eir 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. For Bill enquiries, Residential Customer can contact us on FreeFone 1901.

11. 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. 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.

12. **The Customer can obtain further support or information on all available Residential Tariff Plans on www.eir.ie or by contacting FreeFone 1901.**

Other Terms applicable:

General Terms & Conditions: [eir General Terms and Conditions](#)