

Business Circles

A discount of 15% on the combined total of eligible Business Circles calls made in any billing 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.

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

"the Facility" means the Business Circles Facility.

"Business Circles applicant" means a customer who applies to the company to avail of the Business Circles facility.

"Business Circles initial nominated numbers" means the five telephone numbers nominated by the Business Circles applicant when such person first applies to avail of the Business Circles facility;

"Business Circles nominated numbers" means telephone numbers nominated to the company by a Business Circles applicant from time to time in accordance with the provisions of this eir Price List and includes the Business Circles initial nominated numbers.

"eligible Business Circles calls" means customer direct dialled calls (excluding the non discount calls and calls made to Inmarsat, EMSAT, Iridium and Skyphone mobile telephony systems) made from the telephone customer's business telephone exchange line to five Business Circles 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, 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 eir.ie/group/pricing/call_charges 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 “Business Circles”, to business 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 Business Circles calls on a single telephone account.
2. On their single line account the Customer shall nominate five (5) Business Circles 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 Business Circles Calls to their Nominated Business Circles Number’s, will attract the discount. If any change to a Business Circles Nominated Number occurs during a billing period, the discount will be applied only to the five numbers which are Business Circles Nominated Numbers on the date of billing.

5. Standard call charges will apply to all call charges for eligible eir **Business Circles** calls payable by the Customer in the billing cycle in which the eir **Business Circles** facility is terminated.
6. It is the responsibility of the Customer to notify the Company should a Business Circles Nominated Number be ceased or changed (other than an eir scheduled number change).
7. The discount shall be calculated as set out above. The Company may, at its absolute discretion, withdraw the Business Circles 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.

8. It shall be a condition of the application of the Business Circles Facility that eligible Business Circles calls shall not be eligible for any further or other discounts.
9. 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 of the Company's current charges can be obtained by visiting www.eir.ie/pricing or by contacting FreeFone 1800 601 701 (Business Customers).
10. 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.

11. 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 therefor 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. For Bill enquiries, Business Customer can contact us on FreeFone 1800 601 701.

12. 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 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.

13. **The Customer can obtain further information on all available Business Tariff Plans on www.eir.ie/business or by contacting FreeFone 1800 601 701.**

Other Terms applicable:

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