



eir Mobile Bill Pay Plans – Standard T&C's

1. The following terms and conditions of the eir Mobile Bill Pay Service plans which are listed below are in addition to the terms and conditions of the eir Mobile service and eir Mobile's Fair Usage Policy ("FUP") available at <http://www.eir.ie/termsandconditions/> and all constitute a legally binding agreement between eir Mobile and the customer ("you"/"Customer").
2. All capitalised terms herein (unless otherwise defined) shall have the meaning given to them in the terms and conditions of the eir Mobile service.
3. In the event of any conflict between the terms and conditions of the eir Mobile service and these terms and conditions, these terms and conditions shall prevail.
4. These terms and conditions apply to the following eir Mobile Bill Pay Service plans (the "Plans"):
 - (1) eir Mobile Essential;
 - (2) eir Mobile Connect Plus;
 - (2) eir Mobile Complete.
5. The Plans are subject to a minimum contract term of twenty (24) four months.
6. The Plans are available to new and existing customers of eir Mobile.
7. A €10 per month discount is available to Customers who are also eir residential broadband customers and who re-contract their broadband bundle for a minimum term of 12 months.
8. The eir Mobile Essential Plan is subject to a cap of 200 Irish minutes. Standard call rates apply to usage in excess of this limit for the eir Mobile Essential Plan, see https://www.eir.ie/group/pricing/eir_mobile/ for a full list of charges.
9. Unlimited minutes and text allowances where applicable in the Plans are subject to a fair usage policy of 45,000 minutes and 10,000 SMS. Standard call and text rates apply to usage in excess of these limits, see https://www.eir.ie/group/pricing/eir_mobile/ for a full list of charges.
10. The Plans exclude calls and texts to International, Premium Rate and other Non-Geographic numbers.
11. Minutes and texts included in the Plans can be used within Republic of Ireland and EEA zone countries while roaming subject to fair usage. Voicemail and eir to eir calls and texts / EEA landlines while roaming in the EEA are treated as a standard call or text, deducted from any





applicable inclusive plan allowances or charged at applicable standard rates, see https://www.eir.ie/group/pricing/eir_mobile/ for a full list of charges. Calls/SMS to Premium Numbers, International, Voicemail & Customer Care and charges relating to roaming calls or SMS to destinations outside of EEA zone are excluded from inclusive tariff plan allowances. No carryover of unused allowance is permitted.

12. eir Mobile Connect Plus includes 100 International minutes and texts to mobiles and landlines in bands 1-8, see https://www.eir.ie/group/pricing/eir_mobile/ for further information.
13. eir Mobile Complete includes 600 International minutes and texts to mobiles and landlines in bands 1-8, see https://www.eir.ie/group/pricing/eir_mobile/ for further information.
14. The fair usage threshold in relation to data usage on the eir Mobile Essential Plan is 10GB. Standard data rates apply to usage in excess of the 10 GB limit for the eir Mobile Essential Plan, see https://www.eir.ie/group/pricing/eir_mobile/ for a full list of charges.
15. The fair usage threshold in relation to data usage for eir Mobile Connect Plus and eir Mobile Complete is 80GB. Should your data usage exceed 80GB in a billing cycle and eir Mobile considers that other users are likely to be adversely affected; we reserve the right to limit the data Service. eir Mobile continuously monitors network performance to ensure that the service received by the Customer is not impacted through a minority of users placing high demand on network resources (e.g. large bandwidths over long periods).
16. Customers can use their domestic data allowance in the Republic of Ireland and also in the EU (within the EEA zone countries) subject to fair use. To see the fair use limit applied to the Plans and all out of bundle rates please visit eir.ie/pricing. No carryover of unused allowance is permitted. EEA roaming fair use allowance is calculated in line with Regulation (EU) No 531/2012 (as amended) and data wholesale roaming price caps. Where the domestic data allowance has not been fully consumed but the fair use allowance has been fully consumed, a surcharge rate as set out at <https://www.eir.ie/mobile/bill-pay/> will apply until the domestic allowance has been fully consumed. Standard domestic rates apply thereafter, see https://www.eir.ie/group/pricing/eir_mobile/ for further information.
17. Data is restricted to personal use only. eir Mobile reserves the right to withdraw or terminate this service without notice should eir Mobile reasonably believe, at its sole discretion, that the service is being used for commercial purposes.
18. All existing eir Mobile Bill Pay Customers who are currently on an existing eir Mobile Bill Pay plan and who wish to avail of one of the Plans must have paid their account up to date and have completed the full term of their Bill Play contract, before they can avail of one of the Plans. Customers who are in contract can avail of the Plans where the Customer is moving to a one of the Plans which is of equal or greater cost than that of their current plan.





19. The provision of the free eir sport is subject to the eir sport just mobile app terms and conditions which are located at https://www.eir.ie/opencms/export/sites/default/.content/pdf/terms/eirmobile/eir_sport_just_mobile_terms.pdf eir Mobile reserves the right to add or remove any content and channels from the free eir sport pack.
20. 4G Service data services are available under the Plans. Customers must be using a 4G compatible handset and a 4G SIM.
21. 5G Service data services are available on the eir Mobile Connect Plus and eir Mobile Complete Plans. Customers must be using a 5G compatible handset and a 5G SIM.
22. Data speeds under the Plans may vary depending on the number of other people using the network at once. As with existing mobile phone services, coverage can change in tunnels, dips, cuttings, mountains and wooded areas.
23. Usage and certain other information (including eir Mobile account information) relating to multiple persons receiving products and/or services from eir Mobile or any eir Group Company under the same account (“Connected Parties”) will be visible within the “my eir” profile(s) to which that account is linked. “my eir” users and Connected Parties must therefore note that in such circumstances they can have no expectation of privacy as between “my eir” users and Connected Parties with regard to any aspect of their account(s) and they hereby expressly consent to the disclosure of their account information (including data, talk, webtext or SMS text usage of others on their account) to all other users linked with the relevant “my eir” account. Please also note that all bills issued in an itemised form will contain call records of all users on the account.
24. Except as expressly provided in these terms and conditions, all conditions, terms, warranties and representations whether express or implied by law in relation to the Plans are excluded to the fullest extent permitted by the applicable law.
25. eir Mobile shall not be liable for any loss or damage, direct or indirect, howsoever arising from the Plans or for termination, withdrawal or amending the Plans.

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