



Changes to Simplicity Plan

CONTRACT CHANGE: From 9th November, we are increasing some standard rates and other charges on the Simplicity plan. We will also be discontinuing the IOU and Webtext services from December 2020. Please note, if you have No Limits data in your current offer, this will not be impacted. For full details, see below. If you feel it's not right for you, you are free to choose another offer or withdraw from your contract without penalty, including by ceasing to top up. Your credit balance remains as is.

From 9th November the following changes will be made to the Simplicity Plan:

Current Pricing	New Pricing – from 9th November
Voice Call per Min Charge 35c	Voice Call per Min Charge 39c
Call Set Up Fee 9c	Call Set Up Fee 12c
Billing Increment Per min billing 1st min and 30 second increments thereafter	Billing Increment Per min billing at all times
Fair Usage Allowance Voice allowance - 5,000 minutes SMS allowance - 5,000	Fair Usage Allowance Voice allowance - 3,000 minutes SMS allowance - 3,000
International Calling (outside EU): <ul style="list-style-type: none"> Band 4 (Far Europe / North Africa) – 25c call set up and 50c per min Band 6 (Mexico / Caribbean) – 25c call set up and 50c per min Band 8 (Pacific Rim) – 25c call set up and 50c per min Band 9 (Middle East) – €1.10 per min Band 10 (Rest of World) – €2.20 per min 	International Calling (outside EU): <ul style="list-style-type: none"> Band 4 (Far Europe / North Africa) – 99c per min Band 6 (Mexico / Caribbean) – 99c per min Band 8 (Pacific Rim) – 99c per min Band 9 (Middle East) – €1.99 per min Band 10 (Rest of World) – €2.99 per min
Roaming Calls (outside EU) <ul style="list-style-type: none"> Rest of Europe – €1.69 per min to make a call and €1.59 per min to receive a call North America and Canada – €1.69 per min to make a call and €1.59 per min to receive a call For all other roaming Rest of World Roaming bands, the charge to make a call in these countries is €1.99/€2.29 per min. The charge to receive a call is €1.89/€2.19 per min. Per min billing applies to all calls See https://www.eir.ie/roaming/#/ for full breakdown of call charges by destination. 	Roaming Calls (outside EU) <ul style="list-style-type: none"> Rest of Europe – €1.99 per min to make a call and €1.99 per min to receive a call North America and Canada – €1.99 per min to make a call and €1.99 per min to receive a call For all other roaming Rest of World Roaming bands, the charge to make a call in these countries will be €2.99 per min. The charge to receive a call will be €2.99 per min. Per min billing applies to all calls See https://www.eir.ie/roaming/#/ for full breakdown of call charges by destination.

Other Changes on the Simplicity plan:

- SIM Replacement Fee:
 - A charge of €5 may apply to any eir Prepay customer who orders a replacement SIM from December 2020.
- Top up Refund Administration Charge:
 - Following a claim within 90 days of moving to another operator on or after 21 December 2020, prepay customers may avail of a refund of any remaining balance of purchased call credit, subject to a €20 administration charge.
- Removal of IOU and Webtext:
 - From December 2020, IOU and Webtext services will no longer be available to eir Prepay customers.
 - The IOU Service allows Prepay Customers to request an advance of mobile phone credit in the amount of €2 or €4 (the "IOU Credit") to their Prepay account which amount shall be deducted from their mobile credit account at the time they next add credit or ("Top-Up") their account. For full terms see [here](#).
 - eir's webtext service allows customers to send an SMS via myeir.