

Business Multi-Product Bundles

The Company may provide a Facility in the eir Price List (referred to as “**Business Multi-Product Bundles**” Facility, herein “The Facility”) to Business customers who simultaneously avail of at least one instance of two or more of the following Facilities – Business Talk / Business Broadband Talk Facility; eir broadband Facility; eir Mobile Facility. The Facility may be provided whereby such customers may avail of discounted bundled rates on the rates payable on certain Business Talk / Business Broadband Talk facilities, certain eir broadband facilities, and certain eir Mobile facilities. The available discounted bundled rates and the Business Talk / Business Broadband Talk, eir broadband, and eir Mobile facilities to which they apply are as set out above. By giving relevant notice in accordance with normal requirements, The Company may at its absolute discretion withdraw any or all instances of the Business Multi-Product Bundle Facility from any or all customers.

A copy of the Regulations may be inspected at eir, 1 Heuston South Quarter, St. John’s Road, Dublin 8, Ireland; by visiting www.eir.ie/pricing; or by contacting FreeFone 1901.

It shall be a condition of the application of the Business Multi-Product Bundles that:

- 1.** The Facility is only available to customers who simultaneously avail of at least one instance of two or more of the following Facilities: Business Talk / Business Broadband Talk Facility; eir broadband Facility; eir Mobile Facility. The only available discounted bundle rates and the Business Talk / Business Broadband Talk, eir broadband, and eir Mobile facilities to which they may apply are those as set out above.
- 2.** Usage of the Facility is deemed to be acceptance of the Business Multi-Product Bundle terms and conditions.
- 3.** In addition to these terms and conditions, the standard terms and conditions of relevant Business Talk / Business Broadband Talk, eir broadband and eir Mobile facilities apply.

4. The Facility is made available subject to the minimum contract terms that are applicable to each bundle as set out above. For the avoidance of doubt, where any of the Business Talk / Business Broadband Talk, eir broadband, or eir Mobile services are ceased within the applicable minimum contract period the bundle contract will be deemed to have been terminated and early cease charges applicable to each instance of the services ceased will apply (see “Applicable Early Cease Charges” as outlined in table below). Customers who wish to cease any of the Business Talk / Business Broadband Talk, eir broadband or eir Mobile services and retain other remaining Business Talk / Business Broadband Talk, eir broadband or eir Mobile services, may by contacting eir by telephone or in writing apply to have their bundle changed to a bundle relevant to the service(s) they wish to retain, if available as set out above, subject to commencing a new minimum contract as applicable to the bundle to which they move and subject to payment of any early cease charge(s) applicable to the to the bundle to which they move and subject to payment of any early cease charge(s) applicable to the service(s) ceased.

Applicable Early Cease Charges			
Ceasing Product	Applicable Early Cease Charge Treatment	ECC Daily Rate (€ @ 0% VAT)	ECC Cap (€ @ 0% VAT)
eir Fibre Business Professional	ECC Daily Rate multiplied by number of days outstanding on minimum contract or ECC cap whichever is lesser	0.73	150
eir Fibre Business Advanced	ECC Daily Rate multiplied by number of days outstanding on minimum contract or ECC cap whichever is lesser	0.73	150
eir Fibre Business Ultimate	ECC Daily Rate multiplied by number of days outstanding on minimum contract or ECC cap whichever is lesser	0.73	150
Business Lite Plus NGB	ECC Daily Rate multiplied by number of days outstanding on minimum contract or ECC cap whichever is lesser	0.73	150
Business Advanced	ECC Daily Rate multiplied by number of days outstanding on minimum contract or ECC cap whichever is lesser	0.73	150
Business Talk / BB Talk Unlimited	ECC Daily Rate multiplied by number of days outstanding on minimum contract or ECC cap whichever is lesser	0.49	100
Business Talk / BB Talk Local and National	ECC Daily Rate multiplied by number of days outstanding on minimum contract or ECC cap whichever is lesser	0.49	100
Business Talk / BB Talk Value	ECC Daily Rate multiplied by number of days outstanding on minimum contract or ECC cap whichever is lesser	0.49	100
Business Talk / BB Talk Phoneline	ECC Daily Rate multiplied by number of days outstanding on minimum contract or ECC cap whichever is lesser	0.49	100
eir Mobile Business 100	ECC Daily Rate multiplied by number of days outstanding on minimum contract	0.23	84
eir Mobile Business 200	ECC Daily Rate multiplied by number of days outstanding on minimum contract	0.43	156
eir Mobile Business 300	ECC Daily Rate multiplied by number of days outstanding on minimum contract	0.63	228
eir Mobile Business Talk & Text Unlimited	ECC Daily Rate multiplied by number of days outstanding on minimum contract	1.00	360
eir Mobile Business 100 - 250Mb Data	ECC Daily Rate multiplied by number of days outstanding on minimum contract	0.33	120
eir Mobile Business 200 - 1GB Data	ECC Daily Rate multiplied by number of days outstanding on minimum contract	0.60	216
eir Mobile Business 300 - 2GB Data	ECC Daily Rate multiplied by number of days outstanding on minimum contract	0.83	300
eir Mobile Business Unlimited - 15GB Data	ECC Daily Rate multiplied by number of days outstanding on minimum contract	1.17	420

5. In the event that the customer ceases within the minimum contract period and fails to return any supplied eir broadband modem within 14 days, eir reserves the right to charge the customer the cost of the modem as defined in the eir Price List.
6. The following business rules apply to customers wishing to avail of the Facility
- (i) customers availing of certain promotions may be ineligible to avail of this Facility until such time as said promotion(s) have expired or are removed upon agreement with the customer.
 - (ii) customers availing of Split Billing are not eligible for the Facility.

- 7.** The Facility shall automatically cease on a customer's account if the customer ceases to avail of any of the Business Talk / Business Broadband Talk, eir broadband or eir Mobile components of the Facility. In such event,
- (i) the provisions of clause 5 hereof shall apply where applicable.
 - (ii) the customer shall continue to avail of the component(s) of the Facility which it has not ceased on the terms and conditions that apply to those components, and at undiscounted prices. In such event the customer may, by contacting eir by telephone or in writing, apply to avail of the bundle Facility relevant to the service(s) they wish to retain, if available as set out above, subject to commencing a new minimum contract as applicable to the bundle to which they move and subject to payment of any early cease charge(s) applicable to the service(s) ceased.
- 8.** A customer may change their bundle by availing of a new Business Talk / Business Broadband Talk, eir broadband or eir Mobile Facility subject to commencing a new minimum contract as applicable to the bundle to which they move.
- 9.** Where a customer obtains a bundle that includes Business Talk / Business Broadband Talk or eir broadband, the minimum contract term applicable to the Business Talk / Business Broadband Talk Facility or eir broadband Facility shall commence from the date that the bundle becomes fully active on the account upon provisioning of all facilities included in the bundle. Where a customer avails of a bundle that includes eir Mobile, the minimum contract term applicable to eir Mobile facilities shall commence autonomously as per eir Mobile Terms and Conditions.
- 10.** Where a customer avails of more than one instance of a service as part of their bundle the applicable minimum contract terms applies to each instance. Where a customer agrees to enter into a new minimum contract term in respect of a service that forms part of their bundle, that contract term may supersede the original bundle contract minimum term in respect of that service.

- 11.** Where the customer changes from one of the Business Multi-Product Bundles to another, the benefits applicable to the ceased bundle shall apply on a pro-rata basis to the new bundle as per the date on which the change was made.
- 12.** For bill display purposes, the costs of individual rated items may be shown rounded to the nearest whole cent based on standard rounding. An adjustment may be applied to the bill in order to reconcile any difference between the total of the rounded values shown and the applicable total based on the actual unrounded cost of individual items.
- 13.** One 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 1800 601 701
- 14.** In the event of changes notified by eir to these terms and conditions, the Customer may terminate the Agreement without charge, by serving notice in writing prior to the date of implementation of any such changes. The Customer shall be deemed to have accepted any implemented changes, by continuing to use the Services.
- 15.** Unless otherwise agreed or eir otherwise decides, all monies due to eir 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 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 contact 1800 601 701.

- 16.** eir 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 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 eir'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 1800 601 701 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.
- 17.** These terms and conditions together with the eir General Terms and Conditions constitute the entire agreement between the parties in relation to the Facility.

List of Terms & Conditions

General Terms & Conditions: <https://www.eir.ie/Terms and Conditions>

Business Talk: https://www.eir.ie/pricing/eir_business_talkphone.pdf

Business Broadband Talk:

Broadband: <https://www.eir.ie/Broadband>

eir Mobile: https://business.eir.ie/small_business_mobile_plan

The Customer can obtain further support or information on all available Business Tariff Plans on www.eir.ie or by contacting 1800 601 701.