



Service: eir Consumer Multi-Product

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Date: Valid from 14/12/2020

Summary Contract Information

- This summary covers the main elements of services on offer.
- It helps to make a comparison between service offers.
- Complete information about the services is provided in other documents.

Services

- Fixed landline phone service
- Fixed broadband service
- Fixed TV service
- Mobile phone (calls, SMS and data) service

Please refer to your contract summary/welcome email which will be provided after compiling your order, for details of the elements specific to your bundle/plan(s).

Speeds of the internet service and remedies

Plan	Plan Speed Profile (up to)		Internet Speed (% of Profile)		
	Download (Mbps)	Upload (Mbps)	Maximum	Normally Available	Minimum
150Mbps	150	30	92.5%	55% - 65%	10%
500Mbps	500	50	92.5%	55% - 65%	10%
1GB	1,000	100	92.5%	55% - 65%	10%
Up to 100Mbps/ Up to 24Mbps	Specific speeds can only be confirmed after you services has been activated. You can then view your speeds at www.eir.ie/broadbandlineinfo/				
Mobile	To see estimated Mobile Internet speed, click here: www.eir.ie/ourmobilenetwork/				

Please note that these internet speeds should be achievable through a direct cable connection from your PC/Laptop to your modem, with no other devices connected to your modem and subject to the performance of your PC/Laptop. Under more typical usage conditions, the broadband speeds that you experience can be affected by a number of external factors. For more information on how to boost your broadband speed see www.eir.ie/support/broadband/boost-your-broadband-speeds/

In the event of any continuous or regularly recurring discrepancy between the actual performance of the Service and the speeds set out, you may be entitled to remedies up to and including the right to exit the contract without penalty where the relevant facts in relation to the actual performance of the Service are established by a monitoring mechanism certified by the regulator (ComReg).

Price

Please refer to your contract summary/welcome email for details of the elements specific to your bundle/plan(s) which may include discounts and special offers against the below standard prices. Further pricing information can be viewed at www.eir.ie/group/pricing/

Connections & Activation Fees

eir Fibre Extreme Connection fee €249.99 inc VAT

A bundle activation fee of €49.99 applies to standalone eir broadband and any eir bundle including eir Broadband.

A SIM activation fee of €9.99 applies to eir Mobile SIM Only Plans

Fixed Voice + Broadband Bundles ⁽¹⁾

eir Complete Broadband & Phone					
Fixed Voice/ Voice over Broadband + eir Broadband			eir Talk/ eir Broadband Talk ⁽⁴⁾	eir Talk/ eir Broadband Talk Mobile World ⁽⁴⁾	
30GB ⁽⁴⁾			€56.99	€66.98	
Unlimited ⁽²⁾			€61.99	€71.98	
eir Fibre 150MB			€67.99	€77.98	
eir Fibre 300MB ⁽⁷⁾			€77.98	€87.97	
eir Fibre 500MB			€77.98	€87.97	
eir Fibre 1000MB			€87.98	€97.97	
eir Wireless Broadband 250GB			€61.99	€71.98	
Add eir TV ⁽⁶⁾			Add eir Mobile		
eir TV Plus	plus	€19.99	eir Mobile Essential	plus	€29.99
			eir Mobile Connect	plus	€44.99
			eir Mobile Complete	plus	€59.99
			eir Mobile Connect - 30 Day	plus	€19.99
			eir Mobile Complete - 30 Day	plus	€24.99

Standalone Broadband + eir TV Bundles

Standalone Broadband + eir TV Bundles		
eir Broadband + eir TV	eir TV Plus	
eir Fibre 30GB ⁽⁴⁾	€67.99	
eir Fibre Unlimited ⁽²⁾	€72.98	
eir Fibre 150MB	€78.98	
eir Fibre 300MB ⁽⁷⁾	€88.97	
eir Fibre 500MB	€88.97	
eir Fibre 1000MB	€98.97	
Add eir Mobile		
eir Mobile Essential	plus	€29.99
eir Mobile Connect	plus	€44.99
eir Mobile Complete	plus	€59.99
eir Mobile Connect - 30 Day	plus	€19.99
eir Mobile Complete - 30 Day	plus	€24.99

Standalone Broadband + Mobile

eir Complete Broadband & 4G Mobile							
eir Broadband + Mobile	30GB (4)	Unlimited (2)	eir Fibre Extreme 150MB	eir Fibre Extreme 300MB (7)	eir Fibre Extreme 500MB	eir Fibre Extreme 1000MB	eir Wireless Broadband 250GB
eir Mobile Essential (3)	€77.99	€82.98	€88.98	€98.97	€98.97	€108.97	€82.98
eir Mobile Connect (3)	€92.99	€97.98	€103.98	€113.97	€113.97	€123.97	€97.98
eir Mobile Complete (3)	€107.99	€112.98	€118.98	€128.97	€128.97	€138.97	€112.98
eir Mobile Connect - 30 Day	€67.99	€72.98	€78.98	€88.97	€88.97	€98.97	€72.98
eir Mobile Complete - 30 Day	€72.99	€77.98	€83.98	€93.97	€93.97	€103.97	€77.98

Fixed Voice + Mobile (1)

eir Go		
Fixed Voice + Mobile	eir Talk	eir Talk Mobile World
eir Mobile Essential	€71.98	€81.97
eir Mobile Connect	€86.98	€96.97
eir Mobile Complete	€101.98	€111.97
eir Mobile Connect - 30 Day	€61.98	€71.97
eir Mobile Complete - 30 Day	€66.98	€76.97

Notes:

- Customers who sign up to pay their bill by Direct Debit (DD) will receive a discount of €2 on the above prices. The DD discount does not apply to any Standalone eir Broadband bundle.
- 'Unlimited' relates to eir Fibre (Unlimited); eir Broadband Solo Unlimited; eir Broadband Unlimited (NGB); eir Broadband Unlimited. For bundles that include eir Vision, 'unlimited' relates to eir Fibre (unlimited) only.
- To view eir Mobile pricing see eir Price List for eir Mobile Bill Pay plans.
- '30GB' relates to 30GB capped variants of eir Fibre; eir Broadband Solo; eir Broadband (NGB); eir Broadband. For bundles that include eir TV or eir Broadband Talk, '30GB' relates to eir Fibre only.
- eir Broadband Talk is only available with eir Fibre/ eir Fibre Extreme. In order for the eir Broadband Talk Service to work, the eir Fibre Broadband service to which it is connected must be fully operational. The customer will not be able to utilise the eir Broadband Talk service if the eir Fibre Broadband service is not operational for any reason. The eir Fibre Broadband service and the eir Broadband Talk Service are dependent upon electrical power supply.
- eir TV is available with eir Fibre/ eir Fibre Extreme only. In order for the eir TV Service to work, the eir Fibre Broadband service to which it is connected must be fully operational.
- eir Fibre 300MB is not available for new connection or re-contracting customers from 23rd July 2020.

Standalone Mobile

Standalone Mobile Plans	Inclusions	Monthly Price inc. VAT
eir Mobile Essential ☒	200 minutes to Irish mobiles and landlines, unlimited texts and 20GB 5G data, (13.6GB EEA Roaming)	€39.99
eir Mobile Connect Plus ☐	Unlimited calls to Irish mobiles and landlines, unlimited texts, No Limits 5G Data* (40GB EEA Roaming) plus 100 international minutes and texts.	€59.99
eir Mobile Complete* ☐	Unlimited calls to Irish mobiles and landlines, unlimited texts, No Limits 5G Data* (60GB EEA Roaming) plus 600 international minutes and texts.	€69.99
eir Mobile Connect -30 Day*	Unlimited calls to Irish mobiles and landlines, unlimited texts and No Limits Data* (30GB EEA Roaming) (SIM only plan)	€29.99
eir Mobile Complete -30 Day* ☒	Unlimited calls to Irish mobiles and landlines, unlimited texts, No Limits 5G Data* (50GB EEA Roaming) plus 200 international minutes and texts (SIM only plan)	€34.99
eir Mobile Connect* ◊	Unlimited calls to Irish mobiles and landlines, unlimited texts and No Limits Data* (40GB EEA Roaming)	€54.99

Notes:

Unlimited minutes and SMS allowances where applicable are subject to a fair usage allowance of 45,000 minutes and 10,000 SMS. Minutes and SMS apply to usage within the Republic of Ireland and EEA zone countries. Roaming allowances are subject to fair usage limits. Excludes Premium, International, Non-Geographic Numbers and roaming outside of the EEA zone. 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.

*The fair usage threshold in relation to data usage for eir Mobile Connect(◊), eir Mobile Connect Plus, eir Mobile Complete, eir Mobile Connect-30 Day and eir Mobile Complete -30 day is 120GB. Should your data usage exceed 120GB 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). Data allowances if available at the time of roaming can be used while roaming in the EEA subject to fair use limits where applicable. EU 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 of €3.63 per GB/€0.0035 per MB (based on Regulated rate of €3.00 per GB excl. VAT) will apply until the domestic allowance has been fully consumed. Standard domestic rates apply thereafter.

From May 15th 2019, calls originating from Ireland to destinations in International Bands 1 to 3 inclusive will be charged at 19c per min ex. VAT/23.37c per min (inc. VAT). SMS to EU destinations will be charged at 6c per message ex. VAT/7.38c per message (inc. VAT).

The new charges for calls and SMS to EU destinations apply to calls and SMS made by eir Mobile customers originating in Ireland to destinations within the European Union and European Economic Area (Iceland, Liechtenstein, Norway) including EU Outermost Regions i.e. Martinique, Mayotte, Guadeloupe, French Guyana, Réunion, Saint-Martin, Madeira, the Azores and the Canary Islands. Excludes calls to UK Premium Rate numbers (Band 1c).

All calls to EU destinations (Bands 1 to 3 inclusive) will be charged on a per minute basis.

A SIM activation fee of €9.99 may apply from 14th May 2019 for all customers signing up to an eir Mobile plan.

◊ eir Mobile Connect Plus and eir Mobile Complete has 5G service enabled, subject to service availability.

◊ eir Mobile Connect is no longer available for sale to either new or upgrading customers from 24th October 2019.

▣ eir Mobile Essential and eir Mobile Complete -30 Day SIMO has 5G service enabled, subject to service availability from 15th October 2020.

Standard Out of Bundle Rates

The following table sets out the standard rates that apply when you exceed any of your price plan allowances (also known as out of bundle rates).

Standard (Out of Bundle) Rates for Residential Landline		
Maximum Standard Rates (inc VAT)	Set Up Fee	Per minute
Local & National (Landline)	39c	14c
International (Landline)	39c	99c
Mobile	39c	39c
International (Mobile)	39c	99c
Data	€2.50 per 10GB to max of €100 per month	

Standard (Out of Bundle) Rates for Residential Bill Pay Mobile		
Maximum Standard Rates (inc VAT)	Set Up	Per minute
Local & National	N/A	30c
International (Landline)	N/A	€2.20
International (Mobile)	N/A	€2.20
Mobile Data	99c per day for 250MB	
SMS	15c	
Data	2c per MB	

Duration, renewal and termination

Contracts are subject to a minimum term of up to 24 months. Once your minimum contract term expires you will remain out of contract until you make any further changes to your bundle.

Applicable Early Cease Charges			
Ceasing Product	Applicable Early Cease Charge Treatment	ECC Daily Rate (€ including VAT@ 21%)	ECC Cap (€ including VAT@ 21%)
eir Fibre	ECC daily rate multiplied by number of days outstanding on minimum contract or ECC cap, whichever is lesser.	0.79	181.50
eir Broadband Unlimited		0.79	181.50
eir Talk/eir Broadband Talk		0.73	121.00
eir Vision Essential		0.32	181.50
eir TV Plus		0.66	181.50
eir Mobile Essential		1.31	Not Applicable
eir Mobile Connect		1.80	Not Applicable
eir Mobile Connect Plus 5G		1.80	Not Applicable
eir Mobile Complete		2.30	Not Applicable
eir Mobile Connect - 30 Day		0.98	Not Applicable
eir Mobile Complete - 30 Day		1.15	Not Applicable
eir Mobile150		0.66	Not Applicable
eir Mobile300		1.15	Not Applicable
eir Mobile500		1.61	Not Applicable
eir Mobile Unlimited +Data		1.77	Not Applicable
eir Mobile 100 1GB + Roaming		0.98	Not Applicable
eir Mobile 400 + Roaming		1.48	Not Applicable
eir Mobile Unlimited 10GB + Roaming		1.80	Not Applicable
eir Mobile Unlimited 30GB + Roaming		2.13	Not Applicable
eir Wireless Broadband 100GB		1.10	Not Applicable
eir Wireless Broadband 100GB 30 Day Contract		1.10	Not Applicable
eir Wireless Broadband 2020		1.10	Not Applicable
eir Wireless Broadband 2020 30 Day Contract		1.10	Not Applicable
eir Mobile Broadband 15GB - 30 day		0.50	Not Applicable
eir Mobile Broadband 2020		0.67	Not Applicable
eir Mobile Broadband 50GB		1.00	Not Applicable

Further details on termination conditions for multi-product bundles can be viewed at:

www.eir.ie/.content/pdf/terms/general/multi_product_bundles_terms_and_conditions.pdf

Further details on termination conditions for fixed services can be viewed at:

www.eir.ie/opencms/export/sites/default/.content/pdf/terms/general/eir_general_terms_and_conditions.pdf

Further details on termination fees for mobile services can be viewed at:

www.eir.ie/opencms/export/sites/default/.content/pdf/terms/Terms_and_Conditions_of_the_eir_Mobile_Service.pdf

Further details on termination fees for TV services can be viewed at:

www.eir.ie/opencms/export/sites/default/.content/pdf/terms/eir_tv_terms_16102019.pdf

If you cancel a TV or fibre broadband service with eir you must return all equipment to us within 30 days of cancellation. Failure to return equipment to eir within this 30 day period will result in charges which will appear on your final bill. For further information on equipment and charges please click here: eir.ie/equipmentreturns

Equipment description	Charge for non-return (inc. Vat)
eir fibre Modem	€59.99
eir TV box (Apple)	€100.00
eir vision TV Set-Top box	€80.00
eir vision Multi-room box	€40.00

Mobile phones supplied by eir are restriction for use on the eir network only. They can be unlocked subject to the following conditions:

- eir bill pay customers: You must have completed your minimum contract term
- eir SIM Only customers: The total value of your bills since purchasing the mobile phone exceed €200

For information on the procedure for unlocking you phone see

www.eir.ie/support/mobile/Unlocking-Code-00001/

Features for end-users with disabilities

In the delivery of services to our customers we apply universal design principles that aim to serve all vision, hearing, mobility and dexterity requirements. For more information on specific accessibility measures, including 112 SMS, text relay, directory access, prepay top-up, equipment and plan advice, billing, authorised users, customer care and more, click here: www.eir.ie/accessibility/

Other relevant information

You may cancel online, telephone and door to door sales orders within 14 calendar days following receipt of your goods, or in the case of services, from the date your service was installed. For further information; see www.eir.ie/.content/pdf/terms/eir-cooling-off-period-text.pdf.