



## eir Consumer Multi-Product Bundles Terms and Conditions

Terms not herein defined in these terms and conditions have the meaning given to them in the eir General Terms and Conditions.

eir may provide a bundle consisting of two or more of the following Services – eir Talk/eir Broadband Talk; eir broadband; eir Mobile; eir TV / eir Vision to eir Customers (referred to as “eir Consumer Multi-Product Bundle”).

The eir Consumer Multi-Product Bundle may be provided whereby such eir Customers may avail of discounted bundled rates on the rates payable on certain eir Talk/eir Broadband Talk, eir broadband, eir Mobile and eir TV / eir Vision Services. The available discounted bundled rates for the applicable eir Consumer Multi-Product Bundles are set out at <https://www.eir.ie/group/pricing/>. By giving relevant notice in accordance with normal requirements, eir may at its absolute discretion withdraw any or all instances of the eir Consumer Multi-Product Bundle from any or all eir Customers.

It shall be a condition of the application of the eir Consumer Multi-Product Bundle that:

1. The eir Consumer Multi-Product Bundle is only available to Customers who simultaneously avail of at least one instance of two or more of the following Services: eir Talk/eir Broadband Talk; eir broadband; eir Mobile; eir TV / eir Vision. The only available discounted bundle rates and eir Consumer Multi-Product Bundles to which they apply are set out at <https://www.eir.ie/group/pricing/>.
2. Usage of the eir Consumer Multi-Product Bundle is deemed to be acceptance of these terms and conditions.
3. In addition to these terms and conditions, the standard terms and conditions of the relevant eir Talk/eir Broadband Talk, eir broadband, eir Mobile and eir TV / eir Vision Services apply and which are listed at the end of these terms and conditions.



4. Differing minimum contract terms may apply to the various Services within the eir Consumer Multi-Product Bundle. For the avoidance of doubt, where any of the eir Talk/eir Broadband Talk, eir broadband, eir Mobile or eir TV / eir Vision Services are ceased within the minimum contract period the early cease charge(s) applicable to the Service(s) ceased will apply (see <https://www.eir.ie/.content/pdf/pricing/Pt4.3.2-Consumer-ECC.pdf> as outlined in the eir Price list see [eir.ie/Pricing](http://eir.ie/Pricing)).
5. Customers who wish to cease any of the eir Talk/eir Broadband Talk, eir broadband, eir Mobile or eir TV / eir Vision Services and retain other remaining eir Talk/eir Broadband Talk, eir broadband, eir Mobile or eir TV / eir Vision 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, subject to commencing a new minimum contract term on the retained Service(s) and subject to payment of any early cease charge(s) applicable to the Service(s) ceased. Otherwise, the Customer shall continue to avail of the component(s) of the eir Consumer Multi-Product Bundle which it has not ceased on the terms and conditions that apply to those components, at undiscounted prices and subject to the remainder of the minimum contract term of the original bundle.
6. In the event that the Customer ceases within the minimum contract term and fails to return any supplied eir Equipment within fourteen (14) days, eir reserves the right to charge the Customer the cost of the eir Equipment as defined in the eir Price List.
7. The following business rules apply to Customers wishing to avail of their Consumer Multi-Product Bundle:
  - (i) Customers availing certain promotions may be ineligible to avail of the eir Consumer Multi-Product Bundle 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 eir Consumer Multi-Product Bundle.
8. The eir Consumer Multi-Product Bundle shall automatically cease on a Customer's account if the Customer ceases to avail of any of the eir Talk/eir

Broadband Talk, eir broadband, eir Mobile or eir TV / eir Vision Services of their Consumer Multi-Product Bundle. In such event,

- (i) the provisions of clauses 4 or 5 hereof shall apply where applicable.
- (ii) the Customer shall continue to avail of the Service(s) of the eir Consumer Multi-Product Bundle which it has not ceased on the terms and conditions that apply to those Service(s), at undiscounted prices and subject to the remainder of the minimum contract term of the original eir Consumer Multi-Product Bundle. In such event the Customer may, by contacting eir by telephone or in writing, apply to avail of the eir Consumer Multi-Product Bundle relevant to the Service(s) they wish to retain, if available, subject to commencing a new minimum contract term on the retained Service(s) and subject to payment of any early cease charge(s) applicable to the Service(s) ceased.

9. Customers who avail of an eir Consumer Multi-Product Bundle with eir broadband and with eir Talk Pay As You Use (PAYU), and who cease their eir broadband Service without ceasing their eir Talk Service, will continue to avail of their eir Talk Pay As You Use Service at the standalone price outlined in the eir 

Price	List
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 (<https://www.eir.ie/opencms/export/sites/default/.content/pdf/pricing/Pt2.3.2.pdf>), until such time as they cease or amend their eir Talk Service.
10. A Customer may change their eir Consumer Multi-Product Bundle by availing of a new eir Consumer Multi-Product Bundle subject to commencing a new minimum contract as applicable to the bundle to which they move.
11. 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 any instance of a Service that forms part of their bundle that minimum contract term may supersede the original bundle contract minimum term in respect of that Service.
12. Where the Customer changes from one eir Consumer Multi-Product Bundle to another eir Consumer Multi-Product Bundle, 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.

13. For bill display purposes, the costs of individual rated items and Services 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.
14. 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](http://www.eir.ie/pricing) or by contacting Freefone 1901 (Residential Customers).
15. In the event of changes notified by eir to these terms and conditions and or the Agreement for Service, the Customer may terminate the Agreement for Service and the eir Consumer Multi-Product Bundle in accordance with clause 7.10.4(c) of the eir General Terms and Conditions. The Customer shall be deemed to have accepted any implemented changes to the Agreement for Service and the eir Consumer Multi-Product Bundle, by continuing to use the Services.
16. Unless otherwise agreed or eir otherwise decides, all monies due to eir by the Customer become payable as soon as an account or a demand is issued to the Customer. Unless otherwise agreed or eir otherwise decides, payment shall be due in accordance with clause 7.5.2 of the eir General Terms and Conditions , 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 Debit Card or set up a Direct Debit by visiting [www.eir.ie](http://www.eir.ie). For Bill enquiries, Residential Customer can contact us on Freefone 1901.
17. These terms and conditions together with the applicable terms and conditions as listed below (including the eir General Terms and Conditions) constitute the entire agreement between the parties in relation to the eir Consumer Multi-Product Bundle.

## Terms and Conditions

The terms and conditions for each of the Services contained in an eir Consumer Multi-Product Bundle are set out at <https://www.eir.ie/termsandconditions/> and for Service specific terms see:

1. eir General Terms & Conditions: <https://www.eir.ie/pricing/>
2. eir Talk: <https://www.eir.ie/eirTalk>
3. eir Broadband Talk: <https://www.eir.ie/BroadbandTalk>
4. eir Broadband: <https://www.eir.ie/Broadband.pdf>
5. eir Vision: <https://www.eir.ie/eirVision.pdf>
6. eir TV: <https://www.eir.ie/eirTVpdf>
7. eir Mobile: <https://www.eirMobile/terms/>

The Customer can obtain further support or information on all available eir Consumer Multi-Product Bundles and Services on [www.eir.ie](http://www.eir.ie) or by contacting Freephone 1901.