

Multi Product Bundles Terms and Conditions

The Company may provide a Facility in the eir Price List (referred to as “**eir Consumer Multi-Product Bundles Facility**”, or “The Facility”) to eir customers who simultaneously avail of at least one instance of two or more of the following Facilities – eir Talk/eir Broadband Talk Facility; eir broadband Facility; eir Mobile Facility; eir Vision Facility. The Facility may be provided whereby such customers may avail of discounted bundled rates on the rates payable on certain eir Talk/eir Broadband Talk, eir broadband, eir Mobile and eir Vision facilities. The available discounted bundled rates and the eir Talk/eir Broadband Talk, eir broadband, eir Mobile and eir Vision 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 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 Facility that:

- 1.** The Facility is only available to customers who simultaneously avail of at least one instance of two or more of the following: eir Talk/eir Broadband Talk Facility; eir broadband Facility; eir Mobile Facility; eir Vision Facility. The only available discounted bundle rates and the eir Talk/eir Broadband Talk, eir broadband, eir Mobile and eir Vision facilities to which they apply are those as set out above.
- 2.** Usage of the Facility is deemed to be acceptance of the Facility 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 Vision facilities apply.
- 4.** The Facility is made available subject to an 18 month minimum contract term (24 month minimum contract term may apply depending on the mobile handset chosen). For the avoidance of doubt, where any of the eir Talk/eir Broadband Talk, eir broadband, eir Mobile or eir Vision services are ceased within the minimum contract period the early cease charge(s) applicable to the service(s) ceased will

apply (see “Applicable Early Cease Charges” as outlined in the table below).

Customers who wish to cease any of the eir Talk/eir Broadband Talk, eir broadband, eir Mobile or eir Vision services and retain other remaining eir Talk/eir Broadband Talk, eir broadband, eir Mobile or 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 as set out above, subject to commencing a new 18 or 24 month contract 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 Facility 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.

Customers availing of The Facility who wish to move to a new premises and avail of The Facility at the new premises, may do so subject to a 6 month minimum contract term being applied to The Facility at the new premises.

Applicable Early Cease Charges			
Ceasing Product	Applicable Early Cease Charge Treatment	ECC Daily Rate (€ @ 0% VAT)	ECC Cap (€ @ 0% VAT)
eir Fibre (30GB)	ECC daily rate multiplied by number of days outstanding on minimum contract or ECC cap, whichever is lesser.	0.65	150
eir Fibre Unlimited	ECC daily rate multiplied by number of days outstanding on minimum contract or ECC cap, whichever is lesser.	0.65	150
eir Talk/eir Broadband Talk	ECC daily rate multiplied by number of days outstanding on minimum contract or ECC cap, whichever is lesser.	0.60	100
eir Broadband (30Gb)	ECC daily rate multiplied by number of days outstanding on minimum contract or ECC cap, whichever is lesser.	0.65	150
eir Broadband Unlimited	ECC daily rate multiplied by number of days outstanding on minimum contract or ECC cap, whichever is lesser.	0.65	150
eir Vision Essential	ECC daily rate multiplied by number of days outstanding on minimum contract or ECC cap, whichever is lesser.	0.2682	150
eir Mobile150	ECC daily rate multiplied by number of days outstanding on minimum contract.	0.5420	Not Applicable
eir Mobile300	ECC daily rate multiplied by number of days outstanding on minimum contract.	0.9485	Not Applicable
eir Mobile500	ECC daily rate multiplied by number of days outstanding on minimum contract.	1.3279	Not Applicable
eir Mobile Unlimited +Data	ECC daily rate multiplied by number of days outstanding on minimum contract.	1.4634	Not Applicable
eir Mobile 100 1GB + Roaming	ECC daily rate multiplied by number of days outstanding on minimum contract.	0.813	Not Applicable
eir Mobile 400 + Roaming	ECC daily rate multiplied by number of days outstanding on minimum contract or ECC cap, whichever is lesser.	1.2195	Not Applicable
eir Mobile Unlimited 10GB + Roaming	ECC daily rate multiplied by number of days outstanding on minimum contract.	1.4905	Not Applicable
eir Mobile Unlimited 30GB + Roaming	ECC daily rate multiplied by number of days outstanding on minimum contract.	1.7615	Not Applicable

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 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 eir Talk/eir Broadband Talk, eir broadband, eir Mobile or eir Vision 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, at undiscounted prices and subject to the remainder of the minimum contract term of the original bundle. 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 18 month contract on the retained service(s) and subject to payment of any early cease charge(s) applicable to the service(s) ceased.
8. Customers who avail of an eir broadband bundle 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 Part 2.3.2 of the eir Price List, until such time as they cease or amend their eir Talk service.

9. A customer may change their bundle by availing of a new eir Talk/eir Broadband Talk, eir broadband, eir Mobile or eir Vision Facility subject to commencing a new minimum contract as applicable to the bundle to which they move.
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 any instance 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 eir Consumer 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 Freefone 1901 (Residential Customers).

- 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 a demand 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, Residential Customer can contact us on Freefone 1901.
- 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 Freefone 1901 (Residential customers) 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.

Terms and Conditions (where applicable)

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

eir Talk: <https://www.eir.ie/eirTalk>

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

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

eir Vision: <https://www.eir.ie/eirVision.pdf>

eir Mobile: <https://www.eirMobile/terms/>

The Customer can obtain further support or information on all available Residential Tariff Plans on www.eir.ie or by contacting Freephone 1901.