

Service: Prepay Simplicity

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Date: valid from 21/12/2020**



Contract summary

- This contract summary provides the main elements of this service offer as required by EU law¹.
- It helps to make a comparison between service offers.
- Complete information about the service is provided in other documents.

Services and equipment

Our prepaid Simplicity plan includes calls, texts and data services. Customers can add one of a suite of offers to the plan which contain a choice of unlimited* calls or data and/or calls and/or texts. Details of the various offers and associated roaming data and other fair use policies are set out below.

*Unlimited minutes and text allowances where applicable are subject to a fair usage policy of 3,000 minutes per 14 or 28 day period for voice calls and 3,000 texts per 28 day period for text messages. Any usage exceeding these limits or calls that exceed the maximum duration of 60 minutes will be charged at standard rates.

Speeds of the internet service and remedies

To see estimated Mobile Internet speed, click here: www.eir.ie/ourmobilenetwork/

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

Prepay customers on our simplicity plans can avail of the following suite of offers;

Offer	Type	Price	Validity period	Roaming Fair Usage**
Just Calls - Unlimited Any Network Minutes	More Included	€10	14 days	n/a
Calls+Data - Unlimited Data and Any Network Calls	More Included	€20	28 days	16.3GB
Texts+Data - Unlimited Data and Any Network Texts	More Included	€20	28 days	16.3GB
Calls+Texts Unlimited Any Network Minutes and Texts	More Included	€20	28 days	n/a
Calls+Texts+Data Unlimited Data and Any Network Calls and Texts	More Included	€30	28 days	24.4GB
Simply eir Mobile Talk Text and 100MB Data	Keep your Credit	€10	14 days	100MB
Simply eir Mobile Talk Text and Any Network Texts and 1GB Data	Keep your Credit	€20	28 days	1GB

¹ Article 102(3) of Directive (EU) 2018/1972 of the European Parliament and of the Council of 11 December 2018 establishing the European Electronic Communications Code (OJ L 321, 17.12.2018, p. 36).

** 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 €2.46 per GB/€0.0024 per MB (based on Regulated rate of €2.00 per GB excl. VAT) will apply until the domestic allowance has been fully consumed. Standard domestic rates apply thereafter.

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 Prepay Mobile		
Maximum Standard Rates (inc VAT)	Set Up	Per minute
Local & National	12c	39c
International (Landline)	N/A	€2.20
International (Mobile)	N/A	€2.20
Data	€1.99 per day for 100MB 2c per MB/€20.48 per GB thereafter	
SMS	15c	

Duration, renewal and termination

We may terminate Prepay Services if you fail to top up the Service by a minimum of €5.00 of purchased call credit at least once every 150 days, though for a further 30 days you will continue to receive incoming service. We will lift the suspension during this 30 day period if you top-up by a minimum of €5.00 using any top-up method. Thereafter and up to 13 months from the last top up with purchased credit we will lift the suspension if you contact customer care to top up by a minimum of €5.00 of purchased call credit. Upon expiry of the 13 month period we may unilaterally terminate this Agreement without notice to you. We will attempt to advise you of an impending suspension if you fail to meet the minimum requirement for applying call credit to the Services. If the Services have been suspended because of a failure to apply such a minimum top-up, eir Mobile will remove any credit remaining on your account after 240 days from the last top up with purchased credit. Additionally, if your account is terminated for any reason, you will lose any call credit remaining on your account at the time the Services are terminated.

Prepay mobile phones supplied by eir are restriction for use on the eir network only. They can be unlocked subject to the total value of top-ups amounting to at least €120. For information on the procedure for unlocking your phone see <https://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, authorise users, customer care and more, click here: <https://www.eir.ie/accessibility/>

Other relevant information

If you purchased your service(s) over telephone, online, or door to door sales. You have the right to cancel your contract with eir without giving a reason within fourteen (14) days of the date of conclusion of your contract. You may exercise this right by providing us with any unequivocal written statement to this effect or by using the model cancellation at www.eir.ie. If you wish to cancel your contract under the Regulations, you must return to us any Equipment (to include any chargers or ancillary equipment supplied) to us within fourteen (14) days of the date you provide us with written notice that you wish to cancel the contract.

This contract summary forms part of your contract. Further contract information can be found on <https://www.eir.ie/termsandconditions/>. We are obliged under EU law to draw your attention to the availability of this information and to the importance of downloading it for future reference.