

Part 3.1
eir broadband (Asymmetric Digital Subscriber Line)

Level	Bandwidth (up to)	Monthly Download Limit (5)	Monthly Upload Limit (5)	Standard Connection charge		Self-Install Charge (12)(13)(15)		Monthly Rental	
				ex. vat	inc. vat	ex. vat	inc. vat	ex. vat	inc. vat
§ eir broadband Time	1024kbps Downstream / 128kbps Upstream	n/a	n/a	€81.81	€100.63	€24.68	€30.36	€16.52	€20.32
eir broadband Advanced	24576kbps Downstream / 768kbps Upstream	30GB combined		€81.81	€100.63	€24.68	€30.36	€22.65	€27.86
eir broadband Advanced Unlimited	24576kbps Downstream / 768kbps Upstream	Unlimited combined		€81.81	€100.63	€24.68	€30.36	€26.79	€32.95
# eir broadband home starter (18)	1024kbps Downstream / 128kbps Upstream	Unlimited	Unlimited	€81.81	€100.63	€24.68	€30.36	€20.65	€25.40
# eir broadband home plus	3072kbps Downstream / 384kbps Upstream	Unlimited	Unlimited	€81.81	€100.63	€24.68	€30.36	€24.79	€30.49
# eir broadband home Advanced	7168kbps Downstream / 384kbps Upstream	Unlimited	Unlimited	€81.81	€100.63	€24.68	€30.36	€32.91	€40.48
# eir broadband home turbo	24576kbps Downstream / 768kbps Upstream	Unlimited	Unlimited	€81.81	€100.63	€24.68	€30.36	€39.66	€48.78
eir broadband business lite (18)	1024kbps Downstream / 128kbps Upstream	10GB	1GB	€81.81	€100.63	€24.68	€30.36	€28.00	€34.44
◇ eir broadband business lite plus	3072kbps Downstream / 384kbps Upstream	30GB	Unlimited	€81.81	€100.63	€24.68	€30.36	€29.79	€36.64
◇ eir broadband business starter	12288kbps Downstream / 1126kbps Upstream	Unlimited	Unlimited	€81.81	€100.63	€0.00	€0.00	€40.00	€49.20
* eir broadband business plus	4096kbps Downstream / 384kbps Upstream	60GB	Unlimited	€81.81	€100.63	€0.00	€0.00	€89.00	€109.47
eir broadband business plus 12	12288kbps Downstream / 1024kbps Upstream	Unlimited	Unlimited	€81.81	€100.63	€0.00	€0.00	€65.00	€79.95
* eir broadband business enhanced	6144kbps Downstream / 512kbps Upstream	Unlimited	Unlimited	€81.81	€100.63	€0.00	€0.00	€169.00	€207.87
* eir broadband business enhanced 12	12288kbps Downstream / 1024kbps Upstream	Unlimited	Unlimited	€81.81	€100.63	€0.00	€0.00	€169.00	€207.87
eir broadband business enhanced 12/2	18432kbps Downstream / 2048kbps Upstream	Unlimited	Unlimited	€81.81	€100.63	€0.00	€0.00	€99.00	€121.77
eir broadband business Advanced	24576kbps Downstream / 1024kbps Upstream	Unlimited	Unlimited	€81.81	€100.63	€0.00	€0.00	€65.00	€79.95
eir broadband Temporary Line (10)	4096 kbps Downstream / 384kbps Upstream	Unlimited	Unlimited						
With Internal Wiring				€561.00	€690.03				
Without Internal Wiring				€371.00	€456.33				
Technician Callout Charge (13)		ex. Vat	€81.81	inc. Vat	€100.63				

* from 21st May 2009 no longer available to new customers

from 15th January 2015 no longer available to new customers

◇ from 5th March 2015 no longer available to new customers

§ from 1st September 2016 no longer available to new customers

eir Next Generation Broadband

Level	Bandwidth (up to *)	Usage Limit ⁽⁵⁾ (Combined Download / Upload)	Standard Connection charge		Self-Install Charge ⁽¹⁵⁾		Monthly Rental	
			ex. VAT	inc. VAT	ex. VAT	inc. VAT	ex. VAT	inc. VAT
***eir broadband Advanced	24576kbps Downstream / 768kbps Upstream	30GB	€81.81	€100.63	€24.68	€30.36	€20.65	€25.40
***eir broadband Advanced Unlimited	24576kbps Downstream / 768kbps Upstream	Unlimited	€81.81	€100.63	€24.68	€30.36	€24.79	€30.49
eir broadband Next Generation Broadband Velocity	24576kbps Downstream / 768kbps Upstream	50GB	€81.81	€100.63	€24.68	€30.36	€28.92	€35.57
**eir broadband Next Generation Broadband Advanced	8192kbps Downstream / 512kbps Upstream	Unlimited	€81.81	€100.63	€24.68	€30.36	€32.91	€40.48
***eir broadband Next Generation Broadband Ultimate	24576kbps Downstream / 768kbps Upstream	Unlimited	€81.81	€100.63	€24.68	€30.36	€32.91	€40.48
***eir Business Lite Next Generation	8192kbps Downstream / 512kbps Upstream	10GB	€81.81	€100.63	€24.68	€30.36	€28.00	€34.44
***eir Business Lite Plus Next Generation	8192kbps Downstream / 512kbps Upstream	Unlimited	€81.81	€100.63	€24.68	€30.36	€29.79	€36.64
Technician Callout Charge ⁽¹⁴⁾			ex. VAT	€81.81	inc. VAT	€100.63		

* Best available speed

** From 7th May 2011 NGB Advanced no longer available to new customers.

*** From November 15th 2018, no longer available to new customers

NGB Standalone Broadband

Level	Bandwidth ⁽¹⁸⁾ (up to)	Usage Limit ⁽⁵⁾ (Combined Download / Upload)	Self-Install Charge ⁽¹⁵⁾		Monthly Rental	
			ex. VAT	inc. VAT	ex. VAT	inc. VAT
eir Broadband Solo Essential ⁽¹⁾	24576kbps Downstream / 768kbps Upstream	2GB	€24.68	€30.36	€34.96	€43.00
eir Broadband Solo Advanced ⁽¹⁾	24576kbps Downstream / 768kbps Upstream	30GB	€24.68	€30.36	€39.02	€48.00
eir Broadband Solo Advanced Unlimited ^{(3) (4)}	24576kbps Downstream / 768kbps Upstream	Unlimited	€24.68	€30.36	€43.08	€52.99
*** SABB Business Lite ⁽²⁾	8192kbps Downstream / 512kbps Upstream	10GB	€24.68	€30.36	€33.00	€40.59
*** SABB Business Lite Plus ⁽²⁾	8192kbps Downstream / 512kbps Upstream	Unlimited	€24.68	€30.36	€38.00	€46.74
Technician Callout Charge ⁽¹⁴⁾			ex. VAT	€81.81	inc. VAT	€100.63

NOTE: It should be noted that a customer availing of Standalone Broadband (SABB) will not be able to receive calls or make outbound calls from their line. Access to emergency service numbers is not available.

(1) from 15th September 2015, no longer available to new customers.

(2) from 17th July 2015 no longer available to new customers

(3) Self Install Connection Charge will be set to zero until 30th June 2021.

(4) An activation fee of €49.99 (inc. VAT) applies for all new and winback connections from 23rd August 2018.

*** From November 15th 2018, no longer available to new customers

See additional General Notes for further details.

eir Fibre Broadband

Level	Bandwidth (up to)	Usage Limit ⁽⁵⁾ (Combined Download / Upload)	Standard Connection charge		Self-Install Charge ⁽¹²⁾ ⁽¹³⁾ ⁽²¹⁾		Monthly Rental	
			ex. VAT	inc. VAT	ex. VAT	inc. VAT	ex. VAT	inc. VAT
eir Fibre	102400kbps / 20480kbps	30GB	€81.81	€100.63	€24.68	€30.36	€20.65	€25.40
eir Fibre (unlimited)	102400kbps / 20480kbps	Unlimited	€81.81	€100.63	€24.68	€30.36	€24.79	€30.49
eir Fibre Extreme 150MB	153600kbps / 30720kbps	Unlimited	€220.26	€249.99	n/a	n/a	€28.85	€35.49
eir Fibre Extreme 300MB	307200kbps / 51200kbps	Unlimited	€220.26	€249.99	n/a	n/a	€35.35	€43.49
eir Fibre Extreme 1000MB	1024000kbps / 102400kbps	Unlimited	€220.26	€249.99	n/a	n/a	€45.11	€55.49
*eir Fibre Business Professional	102400kbps / 20480kbps	500GB	€81.81	€100.63	€24.68	€30.36	€24.79	€30.49
*eir Fibre Business Advanced	102400kbps / 20480kbps	Unlimited	€81.81	€100.63	€24.68	€30.36	€40.00	€49.20
*eir Fibre Business Ultimate	102400kbps / 20480kbps	Unlimited	€81.81	€100.63	€24.68	€30.36	€65.00	€79.95
Technician Callout Charge ⁽¹³⁾			ex. VAT	€81.81	inc. VAT	€100.63		
eir Fibre Self-Install Optional Technician Callout Charge ⁽²¹⁾			ex. VAT	€56.90	inc. VAT	€69.99		

* From 15th September 2015, no longer available to new customers.

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eir Fibre Standalone eir Broadband

Level	Bandwidth (up to)	Usage Limit ⁽⁵⁾ (Combined Download / Upload)	Standard Connection charge		Self-Install Charge ⁽¹²⁾ ⁽¹³⁾ ⁽²¹⁾		Monthly Rental	
			ex. VAT	inc. VAT	ex. VAT	inc. VAT	ex. VAT	inc. VAT
eir Fibre ⁽³⁾	102400kbps / 20480kbps	30GB	€81.81	€100.63	€24.68	€30.36	€39.02	€48.00
eir Fibre (unlimited) ⁽³⁾	102400kbps / 20480kbps	Unlimited	€81.81	€100.63	€24.68	€30.36	€43.08	€52.99
eir Fibre Extreme 150MB	153600kbps / 30720kbps	Unlimited	€220.26	€249.99	n/a	n/a	€47.96	€58.99
eir Fibre Extreme 300MB	307200kbps / 51200kbps	Unlimited	€220.26	€249.99	n/a	n/a	€56.08	€68.98
eir Fibre Extreme 1000MB	1024000kbps / 102400kbps	Unlimited	€220.26	€249.99	n/a	n/a	€64.21	€78.98
eir Fibre Extreme 150MB ⁽²⁾	153600kbps / 30720kbps	Unlimited	€220.26	€249.99	n/a	n/a	€44.72	€55.00
eir Fibre Extreme 300MB ⁽²⁾	307200kbps / 51200kbps	Unlimited	€220.26	€249.99	n/a	n/a	€51.22	€63.00
eir Fibre Extreme 1000MB ⁽²⁾	1024000kbps / 102400kbps	Unlimited	€220.26	€249.99	n/a	n/a	€60.98	€75.00
eir Fibre Extreme 300MB ⁽⁴⁾	307200kbps / 51200kbps	Unlimited	€220.26	€249.99	n/a	n/a	€55.27	€67.98
eir Fibre Extreme 1000MB ⁽⁴⁾	1024000kbps / 102400kbps	Unlimited	€220.26	€249.99	n/a	n/a	€67.46	€82.98
eir Fibre Business Professional ⁽¹⁾	102400kbps / 20480kbps	500GB	€81.81	€100.63	€24.68	€30.36	€38.00	€46.74
eir Fibre Business ⁽¹⁾	71680kbps / 20480kbps	Unlimited	€81.81	€100.63	€24.68	€30.36	€50.00	€61.50
eir Fibre Business Ultimate ⁽¹⁾	102400kbps / 20480kbps	Unlimited	€81.81	€100.63	€24.68	€30.36	€75.00	€92.25
Technician Callout Charge ⁽¹³⁾			ex. VAT	€81.81	inc. VAT	€100.63		
eir Fibre Self-Install Optional Technician Callout Charge ⁽²¹⁾			ex. VAT	€56.90	inc. VAT	€69.99		

NOTE: It should be noted that a customer availing of Standalone eir Broadband (SABB) will not be able to receive calls or make outbound calls from their line. Access to emergency service numbers is not available.

(1) from 17th July 2015, no longer available to new customers.

(2) not available to new or re-contracting customers from 25th July 2018

(3) An activation fee of €49.99 (inc. VAT) applies for all new and winback connections from 23rd August 2018.

(4) Not available to new customers from 17th October 2019

See additional General Notes for further details.

eir Wireless Broadband

Level	Usage Limit (Download / Upload or Combined)	Monthly Rental	
		ex. VAT	inc. VAT
eir Wireless Broadband 100GB (8)	100GB	€36.59	€45.00
eir Wireless Broadband 250GB (8)	250GB	€48.78	€60.00
eir 4G Broadband (10)	750GB	€43.08	€52.99

CPE Required	ex. VAT	inc. VAT	ex. VAT	inc. VAT
	Huawei Router	€39.84	€49.00	€121.14
12 month contract		30 day contract		

Notes :

- 1 A customer wishing to avail of eir Wireless Broadband must purchase a suitable router as set out above.
- 2 eir Wireless Broadband is available with a 30 day or 12 month contract.
- 3 Out of bundle rate €2 / GB (inc. VAT) (charged per kB at rate of 0.0000015506899 excl. VAT).
- 4 Where a customer exceeds the monthly data allowance they can buy additional monthly data add on or accept usage at standard out of bundle rates as set out in note 3 above.
- 5 eir Vision is not available via eir Wireless Broadband.
- 6 Free eir Sport is available to eir Wireless Broadband customers via satellite TV however eir Sport App is not available via eir Wireless Broadband.
- 7 Usage of eir Wireless Broadband for roaming is prohibited.
- 8 Not available for new connection or re-contracting customers from 23rd August 2018.
- 9 An activation fee of €49.99 (inc. VAT) applies for all new and winback connections from 23rd August 2018.
- 10 Huawei (B528) router is available free to new connecting eir Wireless Broadband 250GB customers from 24th February 2020 on a minimum contract term of 12 months.

See additional General Notes for further details.

Business Broadband 2018**Business Standalone Broadband (1)**

Level	Bandwidth (up to) (19)	Monthly Download / Upload Limit (5) (6)	Standard Connection charge		Self-Install Charge (13) (14) (21)		Monthly Rental	
			ex. vat	inc. vat	ex. vat	inc. vat	ex. vat	inc. vat
Business Broadband Unlimited 2018	102400kbps / 20480kbps	Unlimited	€81.81	€100.63	€24.68	€30.36	€39.99	€49.19
Business Advantage Boost - 1GB 2018	1048576kbps / 102400kbps	Unlimited	€249.99	€283.74	N/A	N/A	€69.99	€86.09
Business Advantage Boost - 300MB 2018	307200kbps / 71680kbps	Unlimited	€249.99	€283.74	N/A	N/A	€49.99	€61.49
Business Advantage Boost - 150MB 2018	153600kbps / 30720kbps	Unlimited	€249.99	€283.74	N/A	N/A	€44.99	€55.34

(1) An activation fee of €49.99 (ex. Vat)/ €61.49 (inc. Vat) applies for all new and winback connections from 26th August 2019.

See additional General Notes for further details.

*** Legacy Business Broadband**

Level	Bandwidth (up to) ⁽¹⁹⁾	Monthly Download / Upload Limit ^{(5) (6)}	Standard Connection charge		Self-Install Charge ⁽¹³⁾⁽¹⁴⁾		Monthly Rental	
			ex. vat	inc. vat	ex. vat	inc. vat	ex. vat	inc. vat
*Business Advantage	102400kbps / 20480kbps	50GB	€81.81	€100.63	€24.68	€30.36	€29.79	€36.64
*Business Advantage Boost	102400kbps / 20480kbps	Unlimited	€81.81	€100.63	€24.68	€30.36	€29.79	€36.64
*Business Advantage Boost - 1GB	1048576kbps / 102400kbps	Unlimited	€249.99	€283.74	N/A	N/A	€59.79	€73.54
*Business Advantage Boost - 300MB	307200kbps / 71680kbps	Unlimited	€249.99	€283.74	N/A	N/A	€39.79	€48.94
*Business Advantage Boost - 150MB	153600kbps / 30720kbps	Unlimited	€249.99	€283.74	N/A	N/A	€34.79	€42.79

*** Business Standalone Broadband**

Level	Bandwidth (up to) ⁽¹⁹⁾	Monthly Download / Upload Limit ^{(5) (6)}	Standard Connection charge		Self-Install Charge ⁽¹³⁾⁽¹⁴⁾		Monthly Rental	
			ex. vat	inc. vat	ex. vat	inc. vat	ex. vat	inc. vat
*Business Broadband 40GB	102400kbps / 20480kbps	40GB	€81.81	€100.63	€24.68	€30.36	€34.79	€42.79
*Business Broadband Unlimited	102400kbps / 20480kbps	Unlimited	€81.81	€100.63	€24.68	€30.36	€39.79	€48.94
*Business Advantage Boost - 1GB	1048576kbps / 102400kbps	Unlimited	€249.99	€283.74	N/A	N/A	€74.79	€91.99
*Business Advantage Boost - 300MB	307200kbps / 71680kbps	Unlimited	€249.99	€283.74	N/A	N/A	€54.79	€67.39
*Business Advantage Boost - 150MB	153600kbps / 30720kbps	Unlimited	€249.99	€283.74	N/A	N/A	€49.79	€61.24

* Not available for new sale from November 15th 2018

See additional General Notes for further details.

General Notes:

- 1** A customer requesting the connection of eir Broadband must make available a telephone exchange line that is rented from Open eir, in order to facilitate the connection of such access. Failure to do so may result in disconnection of the broadband service.
- 2** eir Broadband connection and monthly rental charges are payable in addition to the telephone exchange line connection and monthly rental charges. For Standalone eir Broadband no telephone line rental charges apply. **NOTE:** Customers availing of Standalone eir Broadband will not be able to make or receive calls from their line.
- 3** Customers applying to eir to avail of eir Broadband shall on request be provided with the use of an DSL modem of eir's choice, ("the modem") to facilitate the connection to eir Broadband.
- 3(a)** In relation to eir Fibre Broadband products, eir will supply a suitable eir Broadband modem to customers in order to facilitate provision of and use of the Service. This Modem remains the property of eir and may only be used in conjunction with eir Broadband products and must comply with all manufacturers' instructions and any other reasonable instruction provided by eir. We may add to or substitute the eir Fibre Broadband modem as necessary to provide the Services or for other valid reasons. On termination of the Agreement, or on cancellation of any eir Fibre Broadband Services, the Customer shall within fourteen (14) days of the date of termination or cancellation, arrange for eir to collect the Modem from the Service address. In the event of any such Modem not being returned to eir within fourteen (14) days of the cancellation of the Order, the Customer shall be charged by eir a modem fee (€59.99 inc. VAT / €48.77 ex. VAT) in respect of the non-return of any Modem. eir reserves the right to charge customers who terminate their contracts or before the 1st August 2013 for the cost of the modem.
- 4** It shall be the responsibility of the customer to ensure that compatible equipment is available to enable the company to effect the connection of eir Broadband.
- 5** For those customers availing of broadband levels that have a specified monthly download/upload limit, the company reserves the right to charge the customer for usage in excess of the specified limit or to request the customer to select a more appropriate level. In the event of a customer refusing or neglecting to select an appropriate level, eir may upon due notice terminate the provision of the facility to the customer. The additional charge for excess usage is €2.03 per GB (€1.65 ex. VAT) up to a maximum of €24.40 (inc. VAT) per month.
- 6** For those customers who signed up prior to 25th July 2018, eir Fibre packages with unlimited usage are subject to a Fair Usage policy of 1TB per month; usage in excess of 1TB will be charged at €2.50 (inc. VAT) for every 10 GB up to maximum of €100 (inc. VAT) per month. This is not applicable to customers who sign up on or after 25th July 2018.

General Notes continued:

- 7** Removal of eir Broadband to another location shall be subject to the appropriate connection charge as specified in the table above.
- 8** eir Broadband is subject to a minimum contract period. Where an eir Broadband access is ceased during the minimum contract period, the customer shall be liable to pay the monthly rental for the balance of the unexpired contract period. For customers ordering eir Broadband after 20th January 2010, the minimum contract period is twelve (12) months from the date of connection.
- 9** Where the customer ceasing during a minimum contract period has chosen to avail of the use of an DSL modem from eir, he or she shall pay the sum of €50.60 (inc. VAT) / €41.14 (ex. VAT) or €50.81 (inc. VAT) / €41.31 (ex. VAT) for Pocket Modem (eir Broadband Time).
- 10** eir Broadband is not necessarily supplied in all areas.
- 11** eir Broadband temporary lines are available at such places as the company may from time to time determine. A list of venues where such services are provided is available on request. Temporary Lines are provided for a maximum period of one calendar month. The customer must specify an end date at the time of ordering of the service.
- 12** Details of a split billing option are available on request.
- 13** The self-install option may not be available to all customers (e.g. eir recommends a technician call-out for customers with monitored alarm systems - see Technician Callout Charge above), details are available on application. Where the self-install option is cancelled by the customer and fails to return the self-install kit provided by eir to the customer, eir reserves the right to charge the customer the sum of €50.60 (inc. VAT)/€41.14 (ex. VAT).
- 14** All first time connections to Fibre to the home will require a technician call-out, the cost of which is included in the standard connection charge.
- 15** Upgrades to existing eir Broadband access levels shall not incur additional charges. In respect of a downgrade of a level, an administration fee of €25.41 (€20.66 ex. VAT) shall be charged by eir and payable by the Customer, or, (ii) the downgrade shall be without charge subject to this agreement becoming subject to a minimum term of twelve (12) months commencing on the date of the downgrade. Monthly rental charges for upgraded or downgraded eir Broadband shall be based on the charges for the revised bandwidth. In respect of a downgrade of a level for eir Fibre to the Home, an administration fee of €50 (inc. VAT) shall be charged by eir and payable by the Customer or (ii) the downgrade shall be without charge subject to this agreement becoming subject to a minimum term of twelve (12) months commencing on the date of the downgrade (For Downgrade from eir Fibre Extreme 1000Mb this charge will be set to zero until the 30/06/2016).

General Notes continued:

- 16** eir Broadband Time allows a customer 20 hours on-line. Once a customer exceeds the 20 hour limit they will be charged a standard 4cent per minute (0.03305 ex. VAT) to a cap of €30.49 (inc. VAT) (€24.79 ex. VAT) for the excess usage.
- 17** eir Broadband Time Modem may be purchased for €50.81 (€41.31 ex. VAT) or a rental option is available for €2.02 per month (€1.64 ex. VAT).
- 18** eir reserves the right to impose limits without notice on a customer's service, up to and including suspension, if eir believes, in its reasonably based opinion, that a customer is using the service, including but not limited to excessive downloading unfairly impinges on the ability of other customers to avail of eir's services.
- 19** The Up To Bandwidth speeds are the best available for a specific line and will be notified following line qualification test. Accordingly speeds cannot be guaranteed and may depend on additional factors such as the distance of the Customer premises from the exchange or cabinet to which the customer's line is connected.
- 20** Customers who connected to eir Broadband before 17/06/2013 and who are availing of an "up to 8M" facility may opt to change to an "up to 24M" facility, subject to availability and subject to commencing a new 12 month contract term on their eir Broadband facility.
- 21** Where an order for an eir Fibre connection may be completed without a technician call-out (Self-Install Connection), the customer may request a technician call-out for modem set-up subject to a fee of €56.90 (ex VAT)/ €69.99 (inc VAT).

Link to: [Broadband terms and conditions](#)

[General Terms and Conditions](#)