

Standard Broadband Terms and Conditions:

1.1 In this Agreement:

“ADSL Line” means an asymmetric digital subscriber line.

“Agreement” means this agreement between eircom and the Customer for the provision and where applicable for the installation of the Facility.

“Rental” is the recurring charge payable by the Customer to eircom in respect of the Facility.

“Connection Charge” means the once off non-recurring charge payable by the Customer for initial provision and where applicable installation of the Facility.

“Content” means data, information, video, graphics, sound, music, pictures, text, code, scripts, photographs, software and any other material (in whatever form) which may be made available as part of the Facility.

“Charges” means rental, connection charge and any other charge payable by the Customer to eircom hereunder.

“Customer” means the person with whom eircom makes has made or is deemed to have made an agreement for the provision to such person of the Facility and also means a person to whom such facility has been or is being provided.

“eircom” means eircom limited of 1 Heuston South Quarter, St. John’s Road, Dublin 8.

“eircom broadband” means the Facility.

“Facility” means the provision of an ADSL line at the Premises to enable the customer to avail of high speed Internet access at a level selected by the Customer.

“Internet” means the global data network comprising interconnected networks using TCP/IP (Transmission Control Protocol/Internet Protocol).

“Initial Period” means twelve calendar months from the RFS date.

“Kit” means equipment comprising of, inter alia, hardware and software.

“Premises” means the location where the Facility is provided.

“Ready for Service date” (otherwise “RFS date”) means the date on which eircom establishes the Facility for the Customer.

“Welcome Letter” means any letter supplied to the Customer with the Kit.

1.2 This Agreement shall be governed by and construed in accordance with Irish law.

1.3 The headings in this Agreement are for convenience only and shall not affect its interpretation.

1.4 The parties agree that the fact that this Agreement may be stored or exchanged in electronic form shall not affect its validity.

2.1 The Customer hereby agrees to avail of the Facility subject to the Terms and Conditions set out herein, the provisions of the Telecommunications Scheme in force for the time being as may be amended from time to time (“the Regulations”) and the provisions of any legislation applicable thereto (together “the Agreement”). The Regulations can be accessed on www.eircom.ie or by dialling the eircom Customer Information Service on freephone 1800 203105 or inspected at eircom limited, 1 Heuston South Quarter, St. John’s Road, Dublin 8. Use of the Facility by the Customer shall be deemed to be an acceptance by the Customer of these terms and Conditions

2.2 The Facility shall be provided either by way of Full-Install (the installation of the Facility at the Premises by an eircom technician) or, by way of Self-Install (the provision of a Kit by eircom to the Customer to enable the Customer to carry out the installation itself). Where the Premises is served by a monitored alarm, the Customer may have to avail of the Full-Install option. The requirement for a Full-Install will be confirmed, in advance, in consultation with your sales agent. Where a Full-Install option is necessary and has been completed, it is the responsibility of the customer to ensure that the monitored alarm is functioning correctly once the facility has been installed.

2.3 The Facility is available at different levels. Each level has a particular bandwidth and a monthly upload and monthly download limit. The Customer shall select the level of the Facility it wishes to avail of and shall inform eircom of its selection. The Customer agrees to be bound by the Monthly Upload and Monthly Download Limits attaching to its selected level of the Facility. In the event that Customer usage exceeds the download/ upload limits attaching to its selected level of the Facility, eircom may, without prejudice to its right to charge the Customer for the excess usage in accordance with the Regulations, request the Customer to select a level more appropriate to its usage. In the event of the Customer refusing or neglecting to select an alternative level of the Facility, eircom may, upon due notice, terminate the provision of the Facility to the Customer. Customers who have 12Khz pulse

monitoring on their line and request The Facility will have the 12Khz Pulse monitoring removed automatically.

2.4 The Customer may change the level of the Facility selected by it on giving at least five (5) days notice to eircom. There shall be no charge payable to eircom by the Customer for an upgrade of a level. A fee, as set out in the Regulations, shall be charged by eircom and paid by the Customer in respect of a downgrade of a level.

2.5 In consideration of the service, the Customer will pay eircom the charges which apply from time to time. Full details of all eircom's current charges can be obtained by visiting www.eircom.ie/pricing or by contacting freephone 1901 (Residential Customers) , freephone 1800 601 701 (Business Customers) or 1800 255 255 (Enterprise Customers).

2.6 Where an Agreement for the Facility includes a free WiFi Modem or similar, such WiFi Modem shall only be available in respect of the Customer's first-time connection to eircom broadband.

3.1 This Agreement shall commence on the Ready for Service date and shall be for the Initial Period. After the expiry of the Initial Period the agreement shall continue in full force and effect until terminated in accordance with the Agreement.

3.2 The Customer may cancel its order for the Facility at any time prior to the RFS date. In the event of such cancellation by the Customer, or any cessation during the term, the customer shall be obliged to return any Kit, which may have been provided by eircom. Any Kit shall be returned to eircom by posting it to the freepost address detailed in the welcome pack. In the event of any kit not being returned to eircom within fourteen (14) days of the cancellation of the Order for the Facility, the Customer shall be charged by eircom and shall pay to eircom such sum as is set out in the Regulations as being the charge payable in respect of the non-return of any Kit.

4.1 The Customer agrees to provide eircom and its agents with all such information and co-operation including, inter alia, suitable Premises, equipment and services as eircom may reasonably require from time to time enabling it to provide the Facility. Eircom may, in its absolute discretion, refuse to provide the Facility where such information or co-operation is not furnished by the Customer.

4.2 On the placing of the order for the Facility, the Customer shall be provided with:

(a) The RFS Date by eircom; and

(b) Where the Customer so requests eircom shall provide it with the use of an ADSL modem for the duration of this Agreement to facilitate connection to the Facility.

5. The Customer agrees to comply with the following conditions:

5.1 Customers may not use the Facility to seek to gain unauthorised access to eircom facilities, services or resources or to the facilities, services or resources of any connected Internet service providers.

5.2 Customers may not use the Facility to engage in activities, which cause or, in the reasonably held opinion of eircom, are liable to cause disruption or denial of service to any Internet customer or Internet user.

5.3 Customers may not use the Facility to create, host or transmit offensive or obscene material, or engage in activities, which are likely to cause offence to others on any grounds including, but not limited to race, creed or sex.

5.4 Customers may not use the Facility to create, host or transmit material, which is defamatory.

5.5 Customers may not use the Facility to create, host or transmit material, which infringes the intellectual property rights including, but not limited to, the copyright of another person or organisation.

5.6 Customers may not use the Facility to engage in activities, which infringe proprietary rights in any software.

5.7 Customers may not use the Facility to engage in activities, which compromise the privacy of others.

5.8 Customers may not use the Facility to engage in activities, which adversely affect the integrity of computer based information.

5.9 Customers may not use the Facility to transmit unsolicited commercial or advertising email material either to other customers or to other organisations connected to other networks, if the transmission of such material causes or is likely to cause nuisance and/or annoyance or is transmitted without the consent of the recipient.

5.10 Without prejudice to the foregoing, the Facility may only be used by Customers in accordance with eircom net's Acceptable Usage Policy available at www.eircom.net.

6.1 The Customer agrees that without prejudice to the Customer's right to terminate this Agreement under due notice, to pay on demand such Charges as may be fixed from time to time by or in accordance with the Regulations in respect of the Facility.

7.1 This Agreement may be suspended or terminated by eircom for breach of its terms or, otherwise in accordance with the Regulations.

7.2 Subject to the provisions of clause 7.3, this Agreement may be terminated by either party on one-month's written notice to the other.

7.3 If the Customer terminates this Agreement during the Initial Period, eircom shall, without prejudice to its rights to treat the termination as a breach or repudiation of this Agreement, agree to accept such termination provided notice of such termination is addressed to eircom and the Customer will be liable and agrees to pay to eircom a termination charge of the sum amounting to the Rental due for the remaining Initial Period.

7.4 On termination of this Agreement for whatever reason, eircom reserves the right to charge the customer the cost of the relevant modem as set out in Section 1, Part 8, of this Scheme, the use of which may have been supplied to it pursuant to clause 4.2(b) by eircom as part of the Facility

7.5 Where this Agreement is terminated by the Customer for the purposes of availing of Bitstream Port Transfer, the transfer to another authorised operator shall not come into effect until such time as the Customer has paid to eircom all Charges due and owing, up to the date of termination together with all Charges arising from such termination as set out in this clause 7.

7.6 Provision of the Facility may result in temporary loss of telephone Service to the Customer during the period in which initial installation of the Facility is taking place.

7.7 eircom does not warrant that the Facility will meet the Customer's requirements or that the operation of the Facility will be uninterrupted or error-free. For the avoidance of doubt, eircom does not provide defined service levels for this service.

7.8 The Customer agrees that from time to time it may be necessary for eircom to temporarily suspend the Facility during periods of repair, essential maintenance or alteration or improvement to eircom's telecommunications network or otherwise in accordance with the law. Where possible eircom will give the Customer notice prior to such suspension of the Facility and eircom shall restore the Facility as soon as possible after such suspension.

7.9 The Facility is provided in accordance with the relevant product description in the Regulations. The Customer acknowledges that the relevant product description may contain limitations and constraints on the use of the Facility. eircom reserves the right to alter the product specification in order to provide a broadband service The customer agrees and undertakes to adhere to these constraints and restrictions.

7.10 The Facility is provided solely for the Customer's own use and the Customer shall not resell the Facility (or any part of the Facility) to any third party.

7.11 Where additional terms and conditions govern any access to any Content or to any Internet service, the Customer acknowledges that it is obliged to comply with such terms and conditions.

7.12 eircom's DSL broadband network is based on shared capacity amongst users. Details of current shared rates are provided in our product portfolio and are amended from time to time. For current shared rates and details please refer to our current portfolio offerings.

7.13 e-mail addresses and relevant passwords, which are inactive (i.e. mail is not retrieved) for a period of more than 90 days will be terminated. Terminated email addresses will then become available for use by another customer. If you are using eircom net's free access service, you can terminate your free access account by simply discontinuing use of the Service. If you are using eircom net's subscription service, you must contact eircom net customer support in order to terminate your subscription service account as you remain liable to pay all subscription fees incurred up to the date you contact eircom net to terminate your subscription service account. eircom net shall have no obligation to maintain any content in your account or to forward any unread or unsent messages to you or any third party. You agree that eircom net may terminate your access to any part or all of the Service and any related service(s) at any time, effective immediately, for any reason whatsoever and acknowledge and agree that eircom net shall not be liable to you or any third party for any termination of your access to the Service. eircom net reserves the right to take such action as it deems appropriate against any customer who violates any conditions of this Acceptable Usage Policy

8.1 In no event shall eircom be liable to the Customer in contract, tort or otherwise including any liability for negligence or breach of duty for:

- (i) any loss of revenue, business, contracts, Anticipated Savings, or profits, or
- (ii) any loss or corruption of data or software configuration
- (iii) any indirect or consequential loss, howsoever arising "Anticipated Savings" means any expense, which the Customer expects to avoid incurring or to incur in a lesser amount than would otherwise have been the case by reason of Using the Facility.

8.2 In so far as the same is permissible by law, eircom shall not be liable in contract, tort or otherwise for any loss, injury or damage, other than death or personal injury arising directly from:

- (a) any act, omission, error, default, failure or delay in respect of the provision, installation, operation, maintenance or termination of the Facility;
- (b) any failure of the Facility;
- (c) any failure of, or defect in, anything provided as a part of or in association with the Facility.

8.3 In no event shall eircom be liable to the Customer for damage suffered by the Customer as a consequence of acts or omissions of third parties.

The Customer acknowledges that it accesses the Internet at its own risk and that eircom has no responsibility for any goods, services, information, software or other Materials accessed by the Customer whilst using the Facility.

8.4 eircom does not provide defined service levels for this service.

9. The Customer shall indemnify eircom against all claims made against eircom, for loss, damage or injury to any person or property occasioned by or arising from the use of the Facility by the Customer.

10.1 The Customer shall notify eircom as soon as possible after a defect, fault or impairment in the operation of the Facility is detected and eircom shall endeavour to attend as soon as practicable during normal business hours to the fault at the Premises or at whichever location eircom considers the reported fault to be located.

10.2 eircom reserves the right to charge the Customer reasonable costs and expenses incurred by eircom in providing maintenance services where the need for maintenance services results from any one of or a combination of the following:

- (i) acts of God, lightning, electric voltages and currents impressed on the telecommunications line by lightning or otherwise, fires, floods, storms or other catastrophes; or
- (ii) government control, restrictions or prohibitions; or
- (iii) any other act or omission of any public authority (including Government) whether local, national or international; or
- (iv) the wilful or negligent act or default of the Customer or of any supplier, agent of the Customer; or
- (v) failure of the Customer to comply with any of the provisions of this Agreement; or
- (vii) any other cause whatsoever which is beyond the reasonable control of eircom.

10.3 The charges payable in respect of the provision of such maintenance are as set out in the Regulations. Full details of all eircom's current charges including for maintenance can be obtained by visiting www.eircom.ie/pricing or by contacting freephone 1901 (Residential Customers) , freephone 1800 601 701 (Business Customers) or 1800 255 255 (Enterprise Customers).

10.4 The term "maintenance" means maintenance of the NTU (Network Termination Unit) and/or the Splitter but not any internal wiring which at all times remains the responsibility of the Customer.

11.1 eircom reserves the right to contact the Customer via email regarding information specific to eircom broadband, including service enhancements, network upgrades, pricing changes and general information relating to the product purchased.

11.2 All notices served on the Customer pursuant to this Agreement may, at the discretion of eircom, be addressed to the Customer by email or by facsimile, by post or by hand, online announcement message or any other appropriate method.

11.3 All notices served by email will be sent to the customer's eircom net email address and may, at the discretion of eircom, also be sent to any contact email address nominated by the Customer. The Customer acknowledges that an email, sent to its eircom email address, regardless of whether or not such notice has also been served on any other email address, constitutes a valid service of notice. Online messages may be served directly to customers when surfing the web and constitutes a valid service of notice.

11.4 All customers are required to provide eircom with their most up to date contact email addresses as part of the terms and conditions of service. The Customer agrees to accept eircom net's Customer Contact Policy.