

## Number Blocker

Number Blocker is a free service from eircom mobile that helps our customers block unwanted inbound communications. You can request the following to be blocked:

- Text messages (SMS) from a particular number
- Picture Messages (MMS) from a particular number or email address
- Voice calls from a particular number
- Video calls from a particular number
- Please note that e-mail communications (other than an MMS sent from an email address) cannot be blocked by this service.

If you need to block any of the above, please call our Customer Care Team on 1800 299 799.

### Full Terms and Conditions

#### **eircom mobile Number Blocker Terms and Conditions**

1. The following terms and conditions form part of the eircom mobile Number Blocker Service ("the Service"). eircom mobile general terms and conditions, to which you have also agreed to, and eircom mobile's Fair Use Policy ("FUP") available at <http://business.eircom.net/mobile/policy/usage/>, combined with these terms below constitute a legally binding agreement between eircom mobile ("we/us", "eircom mobile") and the Customer ("you/the Customer") for the use of the Service to which you agree by signing up to / availing of such Service. All capitalised terms herein (unless otherwise defined) shall have whatever meaning is ascribed to them in the general terms and conditions.

2. Any eircom mobile Customer or any Authorised Person (this means for business customers their named contact on the eircom mobile account, or for any customers with a 'dual access account', such person named on the eircom mobile account) may block or unblock unwanted communications as below by calling Customer Care on 1800 299 799. You are responsible for ensuring the security of your account details and you acknowledge that eircom mobile may initiate this Service upon anyone passing our data protection checks to verify the identity of the eircom mobile Customer / Authorised Person. eircom mobile shall not be liable or responsible in any way for complying with the instructions such persons, including by either party on a 'dual access account'.

3. The Service allows the you to block unwanted inbound communications – text messages (SMS) from a particular number, Picture Messages (MMS) from a particular number or email address, and voice and/or video calls from a particular number. The Service may have a limitation on the number of phone numbers that can be barred. The Service may take up to one (1) working day to be applied.

4. The Service is provided on an 'as is' basis, with no representation or warranty made as to the exclusion of all messages / calls from a particular number or that same will, at all times, be barred. You acknowledge that technological alterations to calling numbers and email addresses may circumvent this Service and that eircom mobile cannot cover all eventualities or scenarios. eircom mobile expressly disclaims all liability or responsibility for any failure in the Service to bar all such messages/calls, or any faults or failures that may arise as a result of any power disruption or technical fault, and for any distress caused through the receipt of same. Notwithstanding this, eircom mobile will use all reasonable endeavours to block inbound communications as requested and should blocking of inbound communications fail, we will do our best to rectify this as soon as possible following notification to us.

5. You are expressly advised that you may not use this Service to block certain inbound communications – service messages and/or account calls/messages from eircom mobile operations numbers, messages from premium rate numbers requested by you, directory enquiry services and other similar numbers. eircom mobile reserves the right to amend, from time to time and at its' sole discretion, the list of numbers which cannot be blocked. Such changes may occur without notice to customers.

6. You are advised that a particular number must be provided to enable eircom mobile to activate and apply this Service. Should you receive unwanted communications from a 'barred' or 'blocked' number, please note that we cannot apply such Service. Due to data protection rules, eircom mobile staff and customer care can also not supply you with any details as to such caller and/or the number of same. However, we would advise you to contact the Gardai in such instance and we will duly assist them in conducting an investigation in respect of such communication. For further tips and guidance as to dealing with malicious calls, see our guide at <http://business.eircom.net/mobile/policy/>

7. eircom mobile shall be entitled to amend, suspend or discontinue the Service at any times and eircom mobile also reserves the right to vary or amend these terms and conditions of the Service in whole or part at any time, where in its opinion there is a valid commercial, technical or operational reason. Save for changes under clause 5 above, you will be given reasonable prior notice of any changes to the Service, or its terms and conditions, by the posting of same on the eircom mobile website [www.eircom.ie/mobile](http://www.eircom.ie/mobile) at least fourteen (14) days before they take effect. Please continually check our website for updates to these terms and conditions, as your continued use of this Service will be taken as acceptance of any such future changes.