

eircom Disconnection Policy Statement

It is eircom's policy that telephone bills due must be paid on or before the date specified on the bill. The date normally allows a period of 14 days after the telephone bill date for payment. If you do not pay your telephone bill by the due date for payment we may restrict your service and restrict your ability to make and receive telephone calls.*

Before doing this we will endeavour to contact you to remind you that your telephone bill is overdue for payment. Should your service be restricted in this manner you will still be able to contact the emergency services via 112 or 999. We would encourage all customers experiencing payment difficulties to contact us on 1901.

The customer is liable to pay rental during any period of restriction or temporary suspension of service for non-payment of any sum of money owing, in relation to the provision of any telecommunications service.

Further information on the terms and conditions associated with our products and services, including the range of payment options available, can be found on our website.**

If, after we restrict in the manner set out above and your payment remains outstanding, we will write to you informing you that your agreement for service will be terminated (notification of termination) unless payment is received. If the amount due remains unpaid after the time specified in the notification of termination, your service will be terminated. At this point you will no longer be able to contact the emergency services and we will send you your final telephone bill. We will continue to follow up on all outstanding balances after the final telephone bill issues. This may involve issuing legal proceedings.

*Subsequent reconnection of your service will incur a reconnection fee – for details please visit our website <http://www.eircom.ie/phonelinefaqs>

**Details of eircom's Vulnerable Users Scheme and Social Benefit Scheme can be found on our website <http://www.eircom.ie/dsfa>