

eir Advantage Unified Follow Me Service Schedule

The supply of Goods/Services under this Schedule is subject to the provisions of the eircom Limited Master Terms and Conditions for the Supply of Goods and Services and the Advantage Unified Follow Me Service Schedule and all definitions not defined in this Schedule shall have the meaning ascribed to them in the eircom Limited Master Terms and Conditions for the Supply of Goods and Services at www.eir.ie/business/masterterms.

Service Description

The Advantage Unified Follow Me (AU-FM) enables the End User to route calls from their eir PSTN, ISDN, or Advantage Unified Virtual Landline numbers "Fixed Number" to their eir SIM(s) and associated mobile number(s) "Mobile Number(s)" and to present at the Customer's option, either a mobile or fixed Caller Line Identification (CLI) for outgoing calls from their Mobile Number.

1. Customer must have an active Mobile Number and Fixed Number in order to avail of AU-FM.
2. At the point of order, the Customer must specify which Mobile Number is to be linked to which Fixed Number. AU-FM will only work on eir allocated Fixed Numbers.
3. Customers may be required to migrate their Fixed or Mobile service in advance, to a different eir price plan and may be required to enter into a new contract for the Fixed or Mobile service. Any migrated Fixed or Mobile service will be subject to the applicable price plan and service terms and conditions which can be found at www.eir.ie/business/termsandconditions
4. The applicable additional rental charge for AU-FM will be added to the Customer's Mobile bill and shall be charged in advance per SIM per month.
5. While roaming, the Customer's Fixed Number CLI will not be presented as the calling number for outgoing mobile calls.
6. All the originated calls from Customer's Mobile Number will be charged as per the Customer's mobile price plan, even if the outgoing CLI is a Fixed Number.
7. Any call received by an end user on their Mobile Number while roaming will incur incoming roaming charges as per end user's price plan.
8. AU-FM will be automatically ceased if the Customer terminates the associated eir Fixed or Mobile service.
9. The Minimum Period of Service is a period of not less than twelve (12), months from the Operational Service Date.
10. The monthly Service rental will depend on the Tariff Plan of the Mobile Number specified by the Customer on the Order.
11. Fault Incidents can be reported using the contact details listed on the Order Form and welcome email.