

eir Business Online Account Terms of Use

1. GENERAL TERMS

- 1.1. eir Business Online Account is a web portal the “Portal” designed to enable Customers to easily manage and control certain eir services.
- 1.2. You can log into the Portal at <https://auth.eir.ie/puma> (an eir username and password is required to access the Portal).
- 1.3. You can use the Portal to manage your eir services as contracted. The Portal is provided as is and features may be added or removed dependent on the feature set available with the eir service contracted. As with any web portal the security of the system is controlled by username and password and it is up to the Customer administrator to ensure these are secured.
- 1.4. eir may periodically update the Portal, and customers agree that service may be unavailable during the implementation of such updates. Upon expiration, cancellation or termination of the eir services, Customer and users will relinquish and discontinue use of any accounts, numbers, voice mail access numbers, and/or Portal Sites assigned to Customer by eir.
- 1.5. Any changes made via the Portal by the Customer administrator (or other employee) that incur charges are the responsibility of the Customer alone.

2. SOFTCLIENT SUPPORT

- 2.1. Softclients where applicable are available via the relevant App Store for the following,
 - Desktop PC (Windows)
 - macOS
 - Android phone and tablet
 - iOS phone and tablet
- 2.2. eir cannot warrant nor support soft clients on specific devices. Any issue reported regarding soft clients will be logged and a reference – Android / iOS or PC / macOS will be used by the support agent to ensure the associated account can make and receive a call on the relevant device / OS. Once tested and verified no further troubleshooting will be undertaken.

3. CONDITIONS OF USE

- 3.1. The Customer will use the Portal in accordance with the applicable law, including data privacy laws, communications regulations and tariffs, and standard conditions of use established by eir, and agrees to indemnify eir in respect of any breaches of these terms which arise.
- 3.2. The Customer will use any access codes, details, Customer/user identities, passwords, account formula or similar material (the “Customer Details”) assigned to it only from the locations authorised for those Customer Details. The Customer details may not be divulged to any unauthorised person or assigned without the prior written approval of eir. The Customer will use the Portal in accordance with the manner which their permitted access allows. The Customer will be able to make changes to their services and any changes undertaken to the services will be implemented in real time on eir’s network. eir shall have no liability for any such changes implemented by the Customer at their own risk.
- 3.3. Without prejudice to the generality of clauses above, the Customer agrees that it shall: observe and comply fully with the laws of copyright and intellectual property rights in respect of the information provided through the Portal and the Customer may not use, copy or deal with such information other than via the Portal without the due and proper authorisation of the copyright owner.
- 3.4. Unless the Customer has obtained in writing the prior written approval of eir the Customer is prohibited from allowing any other party access to the Portal.
- 3.5. The Customer shall ensure that all software and hardware equipment or facilities required in order to provide a connection to the Portal is made available and in good and compatible working order.