



## SECOND RESIDENCE WITH HOME PACK SPECIAL OFFER TERMS AND CONDITIONS

**These Terms and Conditions were last updated on 15<sup>th</sup> March 2023.**

### A. Your Agreement

- These terms and conditions are for the Home Pack Second Residence Special Offer and should be read in conjunction with the Bundled Plan's terms and conditions. If anything in this document is in conflict with the Bundled Plan's terms and conditions, this document will take precedence. These terms and conditions form an integral part of Your Agreement for the provision of the Service with Us.
- We reserve the right to stop, suspend, amend or otherwise alter this special offer, the applicable charges and any benefits derived through it, as well as these terms and conditions, in accordance with applicable laws. Unless otherwise stated, this will not affect the rest of Your Agreement with Us.

### B. Definitions

- 'Residential' means that the Premises where the Service is installed are used wholly:
  - For residential purposes;
  - As non-governmental organisational Premises, if We decide in Our sole discretion to allow the said non-governmental organisations to benefit from this Residential Service.

### C. The Second Residence with Home Pack Service

- The Second Residence Special Offer (the 'Offer') is a special offer in addition to the Residential Home Pack Bundles provided by Us at Your second residence, and provisioned under the same account and owner of the Home Pack. You also subscribe to this Special Offer by signing an Agreement with Us.
- This Offer is regulated by its terms and conditions. By subscribing to this Offer, You are agreeing to all of the terms and conditions found in the Agreement. If You do not agree to any of these terms, You should not subscribe to this Offer.
- The Offer consists of the following:

	Bundle	Home Pack – Turbo	Home Pack - Super <sup>1</sup>	Home Pack – Giga <sup>1</sup>
a.	Monthly fee – Standard (no commitment)	€30*	€35*	€44.99*
b.	Home Pack 2nd Residence Special Offer (valid until 31st January 2025)	€20*	€25*	€34.99*

	Included within the Bundle	Home Pack – Turbo	Home Pack - Super <sup>1</sup>	Home Pack – Giga <sup>1</sup>
c.	Fixed Voice Service	Home Talk		
		Calls to all local fixed @€0.05c per minute Calls to all local mobile @€0.22c per minute		
d.	Internet Service (Download Speed / Upload Speed)	100/15 Mbps*	500/50 Mbps	1000/60 Mbps

<sup>1</sup>In Fibre Areas only.  
 \*100/15Mbps speed when Bundle is provided over Fibre. Otherwise applicable speed is 75/15 Mbps.

	Other Service Information	Bundled Plans
e.	Offer Compatibility	Home Pack Internet and TV OR Home Pack with Internet

	Other Charges	
f.	Internet Pause Service Charge	€25
g.	Telephone Installation	€75

h.	Printed bill	€ 2/bill
i.	Lost/stolen/damaged or unreturned Internet Modem	€ 50.00
j.	Lost/stolen/damaged or unreturned Alcatel I-010G-U ONT device	€ 100.00
j.	Lost/stolen/damaged or unreturned Technicolor TG799 modem	€ 90.00
l.	Lost/stolen/damaged or unreturned Smart Hub (Sagemcom GO Hybrid Router Fast 5370 Air)	€ 150.00

Optional Fixed Voice Service Add-Ons		
m.	Monthly fee - Limitless All Local Fixed & Mobile Voice Add-on*	€3.99
n.	Monthly fee - Limitless Fixed calls to EU, USA, Canada, Australia*	€7.99

\* Local and international premium rated numbers, as well as calls to directory services are not included.

### D. Explanation of Charges

- Unless otherwise stated, all charges quoted in this document are inclusive of VAT.
- Internet Pause Service Charge:
  - The Internet Pause Service Charge as stated in clause C.3.f is a one-time charge that applies when You inform us that you wish to pause the internet service. This will enable You to pause your Internet service while keeping your Fixed Line access number for a period of up to 12 months, without incurring the charges mentioned in clauses C.3.a and C.3.b.
  - If the Internet service remains paused for a period of more than 12 months, we reserve the right to terminate this Second Residence with Home Pack Special Offer. You will be notified 30 days prior to the termination of Your service.
  - If your service is terminated for the reasons listed in clause D.2.b, any Equipment provided to You should be returned to us in good condition. If this Equipment is not returned to Us in good condition, We reserve the right to charge You the penalties as specified in clauses C.3.i to C.3.l, as applicable.
- Monthly Fee:
  - The monthly fees stated in clause C.3 apply as follows:
    - The charges listed in C.3.b apply as soon as You subscribe to the Offer and are valid until 31<sup>st</sup> January 2025. From 1<sup>st</sup> February 2025, the Standard monthly charges listed in C.3.a will automatically become applicable. This charge will be added to Your Bundled Plan's bill.
    - If you do not wish to continue receiving the Service after 31st January 2025 at the Standard monthly charges as specified in clause C.3.a, You should contact Us prior to 31st January 2025 so that We will stop the Service.
- This Bundle is by default an e-billing tariff. This means that You will receive Your bill through electronic means by Using Our e-billing functionality available through Our Website. You agree to register for this functionality and to supply Us with a valid email address where We can notify You when your bill is available as well as to send You other relevant information. Otherwise a charge applies as per clause C.3.i
- Any Equipment We provide You under this Agreement shall remain Our property and should be returned to Us upon termination of the Agreement for whatever reason. If this Equipment is not returned to Us in good condition, We reserve the right to charge You the penalties as specified in clauses C.3.i to C.3.l.

### E. Other Information

- This Offer is compatible with the Bundled Plans listed in clause C.3.e.
- You may have up to three (3) instances of this Offer linked to one Home Pack account.
- Installation of Home Talk fixed line service will be charged at the rate specified in clause C.3.g.
- You may be required to pay additional charges if You opt for specific billing methods. Further details are available in the Bundled plan's Terms and Conditions.
- If Your Bundled Plan over which the Service is provided, is suspended or terminated, this Offer will be suspended or terminated as well.