

Office & Business Line Bundles - Landline & Fixed Broadband Services

Price Plans and Price Plan Rules

These Price Plan and Price Plan Rules are in addition to the General Terms & Conditions – Telecommunications Services and any other terms provided to you as part of the authorisation process completed by you to approve registration and provision of Services. Your agreement may be provided in writing or recorded during a telephone or online sales process. Please read the Price Plans and Price Plan Rules carefully. By accessing or using Services you agree to be bound by the terms of the Price Plan and Price Plan Rules chosen by you.

Price Plans

Three Office Standard (Voice only) Price Plans Promotion (Ending 30/06/15)

PLAN		
	Office Phone (PSTN)	Office Phone (ISDN - BRA)
Monthly Charge	€39.99	€69.99
Local National and UK landline calls	Unlimited	
Calls to Irish Mobiles	Unlimited	
Contract term	18 months	

Please note: Unlimited allowances are subject to the fair use thresholds as set out in the Fair Use Policy below.

Business Line (Voice and Broadband) Price Plans

PLAN	Business Line Lite	Business Line Extra	Business Line Ultra
Monthly Charge [†]	€50	€60	€70
Contract Term	24 months	24 months	24 months
Local National and UK landline calls	150	1500*	Unlimited*
Calls to Irish Mobiles	150	500	Unlimited

Extras	N/A	8 hour Repair SLA	8 hour Repair SLA
Broadband	3 – 100 Mb		
Download Allowance	Unlimited		

+ does not include €10 Business Line bundle discount

* including selected international destinations: UK, USA, China (excluding Hong Kong), France, Germany, Spain, Portugal and Italy.

Please note: Unlimited allowances are subject to the fair use thresholds as set out in the Fair Use Policy below.

8 Hour Repair SLA

This product is available for free with the Business Line Extra and Ultra Price plans when a customer signs up to a 24 month contract. It ensures that your fixed line service will be back up and running within 8 working hours should there be a fault on your line. Note this Service Level Agreement is applicable to the underlying standard telephone line over which the Broadband service is delivered. This is not an SLA relating to the Broadband service. For more information on this product visit <http://www.three.ie/web/business/cloud-solutions/8h-repair/Price Plan Rules>

Availability: The Office Price Plans are available to Business customers and are subject to an 18 month Minimum Term contract. Office bundle plans are available on PSTN and ISDN BRA lines only. The Business Line Price Plans are available to Business customers and are subject to a 24 month contract. Existing customers who have availed of a promotion on their fixed service must complete their existing minimum term contract commitments before moving to or from this Price Plan, otherwise termination charges will apply.

Termination Charges apply if you terminate during the Minimum Term. The termination fees are calculated as follows: the standard recurring monthly bundle fee (excluding discounts) multiplied by the months remaining on the Minimum Term contract commitment multiplied by the number of lines on the account.

Office/Business Line Bundle discount. Business customers with a mobile on their business account can avail of a €10 discount on the monthly charge for their Business Line Price Plans. Additional discounts as part of any separate promotional offer will not apply. The discount applies on a select range of Price Plans for business customers. To avail of the Price Plan you must have a Three Landline and Fixed Broadband Service for each eligible mobile service on the same account. All Services must be active at the time of billing for the discount to apply.

If you cancel the mobile service, move it to another account at any stage or if you cancel any element of the fixed bundle then the discount will no longer be available and the standard monthly charges will apply.

Inclusive call allowances: On Three Office Standard plans landline minutes can be used to call local, national and UK landlines.

On the Business Line Lite Price Plan, Landline minutes can be used to call local, national and UK landlines. On Business Line Extra and Ultra plans, minutes can also be used to call landlines in select international destinations. The featured destinations are USA, China (excluding Hong Kong), France, Germany, Spain, Portugal and Italy.

All further usage including other calls to international, premium rate, directory enquiry and all other call types (such as 1890, 1850, 0818 calls) are charged calls. See www.three.ie for charges.

Fair Use Policy: Three may apply restrictions to your services where your use of any unlimited features are considered by Three to be excessive or unreasonable. The fair use limits for unlimited calls on the Office Standard Phone (ISDN-BRA) Price Plan are 3000 landline minutes and/or 3000 mobile minutes for a 30 day period. There is one fair use limit per main ISDN line/number and usage across the ISDN will count towards that limit. The fair use limits for unlimited calls on Office Phone (PSTN) Price Plans and all Business Line Price Plans are 1800 landline minutes and/or 1800 mobile minutes for a 30 day period. The fair use limits for unlimited data is 250GB. Three may contact you to advise you that your use exceeds this fair use policy and request that you make changes to how you use applicable Three services. If you do not comply with a direction to stop or change the nature of your service use, Three may unilaterally suspend, modify or restrict your use of the services or terminate your access to the network.

The Fixed Broadband Service is subject to availability and service is dependent on survey, compatibility and quality of the line. Broadband speeds may vary. Price Plan changes are restricted within the first twelve months of connection. For a list of up to date call charges please see www.three.ie. All quoted prices exclude VAT.

Amendments to Price Plans and Price Plan Rules

The Price Plans and Price Plan Rules may be varied or amended by Three for any reasonable commercial technical or operational reason.

Effective Date: April 2015