

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 and Broadband) Price Plans

PLAN	Standard NGB	Standard NGN	Standard Fibre
	Office Standard 12Mb	Office Standard 24Mb NGN	Office Standard 70Mb Fibre
Monthly Charge	€54.99	€54.99 (*€49.99)	€64.99
Broadband	Up to 12 Mb	Up to 24 Mb	Up to 70Mb
Download Allowance	Unlimited		
Calls Allowances	1500 Minutes of calls to Local, National and UK landlines & 200 Minutes of calls to Irish Mobiles.		
Contract Term	12 months		

*A reduced monthly charge of €49.99 is available on an 18 month term on the Office standard 24Mb Price Plan

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

PLAN	Office Phone (PSTN)	Office Phone (ISDN - BRA)
	Monthly Charge	€39.99
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.

Office Complete Unlimited Price Plans Promotion (Ending 31/03/15)

PLAN	NGB	NGN Enabled Areas	Fibre
	Office Complete Up to 12 Mb	Office Complete Up to 24 Mb	Office Complete Up to 70Mb
Monthly Charge	€59.99	€59.99	€69.99
Broadband	Up to 12Mb	Up to 24Mb	Up to 70Mb
Download Allowance	Unlimited		
Local National and UK landline calls	Unlimited		
Calls to Irish Mobiles	Unlimited		
Contract term	12 months		

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

Office Fibre 1/2 price Promotion (ending 31/03/15)

Customers who have mobile services and sign up to a 24 month Minimum Term on the Office Complete Fibre Price Plan or the Office Standard Fibre Price Plan will receive the first six months monthly charge at half price. This offer is exclusive customers who are connecting to fixed services for the first time. The Office Complete Fibre Price Plan will be charged at €29.99 per month for the first six months and the Office Standard Fibre Price Plan will also be charged at €27.50 per month for the first six months. Following the expiry of the promotional half price period standard monthly Price Plan charges will apply including the €10 Office bundle discount (referred to below) for having both fixed and mobile services on the same account. The six month discounted monthly charge will also be made available to customers without an mobile on the Complete Fibre and Standard Fibre Price Plan, however the full standard charge excluding Office bundle discounts will apply after six months. Please note any existing promotional offers available on your existing price plan will no longer be available when you avail of the half price promotion.

Office Standard & Complete (NGB/NGN) Promotion (ending 31/03/15)

Customers who sign up to an 18 month Minimum Term on the Office Standard up to 24MB Price Plan or the Office Complete up to 24 MB Price Plan will receive the first six months monthly charge at half price. This offer does not apply to fibre plans. The Office Standard Price Plan will be charged at €24.99 per month for the first six months and €49.99 per month thereafter. The Office Complete Price Plan will be charged at €27.49 per month for the first six months and €54.99 per month thereafter. Please note this offer is not available in conjunction with the €10 Bundle discount offer (referred to below) that applies to customers with mobile services on the same account. The standard Price Plan charges apply when the half price period expires. No discount will be applied when your half price period expires. Please note any existing promotional offers available on your existing price plan will no longer be available when you avail of the half price promotion.

Business Line (Voice and Broadband) Price Plans

PLAN	Business Line Lite	Business Line Extra		Business Line Ultra	
Monthly Charge ⁺	€50	€60	€70	€60	€70
Contract Term	24 months	12 months	24 months	12 months	24 months
Broadband	3 – 100 Mb				
Download Allowance	Unlimited				
Local National and UK landline calls	150	1500*	1500*	Unlimited*	Unlimited*
Calls to Irish Mobiles	150	200	500	Unlimited	Unlimited
Extras	N/A	N/A	8 hour Repair SLA	N/A	8 hour Repair SLA

⁺ 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.

Business Line Ultra Rental Promotion (ending 31/08/15)

Customers who have mobile services and sign up to a 24 month Minimum Term on the Business Line Ultra Price Plan will receive the first six months monthly charge at €33.

This offer is exclusive to customers who are connecting to fixed services for the first time.

The Business Line Ultra Price Plan will be charged at €33 per month for the first six months. Following the expiry of the promotional price period standard monthly Price Plan charges will apply including the €10 Business Line bundle discount (referred to below) for having both fixed and mobile services on the same account. The six month discounted monthly charge will also be made available to customers without a mobile on the Business Line Ultra Price Plan, however the full standard charge excluding Office bundle discounts will apply after six months. Please note any existing promotional offers available on your existing price plan will no longer be available when you avail of this price promotion.

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 a 12 or 24 months Minimum Term contract. An 18 month Minimum Term is also available on select Plans and promotional offers. If you move between the NGB, NGN and Fibre Price Plans then a new Minimum Term applies. Office bundle plans are available on PSTN and ISDN BRA lines only. The Business Line Lite Price Plan is available to Business customers and is subject to a 24 month contract. The Business Line Extra and Business Line Ultra plans are available to Business customers and are subject to a 12 or 24 months Minimum Term 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 Office/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: Landline minutes can be used to call local, national and UK landlines. Landline to mobile minutes included on plans with broadband can be used to call Irish mobiles.

On Office Fibre 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.

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 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: March 2015