|  |  |
| --- | --- |
| Full Name of Account Holder: |  |
| Email Address: |  |
| Account number this request relates to: |  |
| Phone number this request relates to: |  |
| Billing Address |  |

**Please note:** We cannot process a request for information in relation to a non-registered account as we will be unable to verify your identity. We will reply to you with your request information if available within 30 days

# Please help us identify the information you require:

Date Range of required data

|  |  |
| --- | --- |
| Start Date | End Date |
| \_\_ /\_\_ /\_\_\_\_  | \_\_ /\_\_ /\_\_\_\_  |

**Information Sought**

Please select the appropriate box

|  |  |
| --- | --- |
| **Customer account notes** |  |
| **List of Outgoing Calls and Texts** Please note we will not disclose details of incoming calls or text messages, call records for the previous 12 months are available on my Ion |  |
| **Copy of a Call Recording**Please note that calls may be recorded and retained for a limited period for training and quality purposes. |  |
| **Copy of Bills**Please note we will not disclose details of incom- ing calls or text messages, call records for the previous 12 months are available on my eir |  |
| **Copy of contract**You will have been issued with a welcome email this email confirms all details associated with your contract |  |
| **Other - Please specify** |  |

I confirm that I am the account holder and that the above information is true and accurate 

**OR**

I confirm that I am duly authorised to make this request and will provide evidence of such authorisation upon request by eir. I further confirm that the above information is true and accurate 