



Product & Pricing

Imagine Product and Pricing Guide For Home

General

The following matters are common to all Imagine home products. Service subject to our Terms & Conditions which are available at www.imagine.ie. All prices are inclusive of VAT at 23% and are residential only.

Equipment & Setup: Imagine equipment is provided. Engineer Installation and Connection charge €150. If you fail to cancel your installation or service appointment less than 24 hours in advance, you will be charged a reschedule fee of €50 on the card which has been stored on our system. Non-standard set-up may cost extra. If you cancel the service, the equipment remains the property of Imagine and you must facilitate the return of our equipment. If you fail to do so you will be charged for the unrecoverable equipment.

Ancillary Services: Family Protection is free for the first month, then €2.99 per month thereafter. Call Forwarding facility is included in your Imagine pack but you will be charged for the forwarded call from your Imagine Service to whatever number you choose to forward to. Standard Call rates apply.

Payment: Payment is by monthly direct debit/debit card only. Failure to pay your bill by direct debit in full and on time will incur charges. A failure payment charge of €10.16 applies for each failed payment. If your account is suspended, a reconnection fee of €25 applies and must be paid by you in each instance prior to reconnection.

Service: Our service is subject to availability. This means whether we can provide your service depends on where you're located. Broadband speeds are "up to" and depend on location, network usage, your devices & Wi-Fi capability and other factors. Please note the phone service depends on access to an electricity supply. In the event of a power failure or network interruption, you need to be aware that making calls or transmitting data (including access to the Emergency Services or Alarm monitoring services) may not be possible. In this event you should make alternative arrangements such as using your mobile phone.

Contract Term: a minimum contract term applies based on the package you have chosen or as set-out in your order confirmation email. 30 days' notice is required should you wish to cancel your Service(s). If you cancel within the Minimum Term, you will be charged the monthly pack charge for the remainder of your contract period, known as your Early Termination Fee.

Paperless Billing: Imagine uses paperless billing only which you will find in your MyImagine portal. If you require a paper copy of a specific bill, please contact our customer service team to request one which may be subject to an administration and postal fee of €5. Vulnerable customers or customers with accessibility issues can still receive paper bills free of charge.

Cooling off Period: You have the right to cancel your initial order for service up to 14 days after receipt of this Order Confirmation email. You will be liable for any usage charges incurred

prior to this cancellation. Any refund due to you (less deductions due to Imagine) will be made via your payment method within 14 days from the date your cancellation is received. If you have already received Equipment from us, you should keep it safe and not use it. We will contact you to arrange collection of the Equipment from you. Orders placed by you for Products, for example orders upgrading or downgrading your service or subscribing for Add-On packages, after your initial order will not be subject to a Cooling Off period.

The table below summarises the differences between the various Products.

Package	Broadband	Call Pack	Monthly Charge	Minimum Term
Essential Broadband & Call Pack	100GB of cumulative monthly download data ("AUP Upper Limit"). Up to 150Mbps	Local, National and UK landline calls plus 60 minutes of Irish mobile calls	€29.99	18- 24 months depending on your package.
Everyday Broadband & Call Pack	250GB of cumulative monthly download data ("AUP Upper Limit"). Up to 150Mbps	Local, National and UK landline calls plus 60 minutes of Irish mobile calls	€39.99	18- 24 months depending on your package.
Super Broadband & Call Pack	500GB of cumulative monthly download data ("AUP Upper Limit"). Up to 150Mbps	Local, National and UK landline calls plus 60 minutes of Irish mobile calls	€49.99	18- 24 months depending on your package.
Hero Broadband & Call Pack	1000GB of cumulative monthly download data ("AUP Upper Limit") Up to 150Mbps	Local, National and UK landline calls plus 60 minutes of Irish mobile calls	€59.99	18- 24 months depending on your package.

100GB Download Add-On	100GB addition in calendar month to AUP Upper Limit of downloaded data. Up to 150Mbps	N/A	€10	Add-on applies only to the month in which it was subscribed. Only one Add-on may be purchased in any given month
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Imagine Call Pack

Call Pack includes all calls to local (including 0818), national and UK landline numbers and 60 minutes of calls to Irish mobile. Calls within your pack are up to 60 minutes per call after which per minute standard rates apply. To avoid being charged the per minute rates you should hang up and redial after 59 minutes.

All other calls standard rates apply.

Local, national and UK Landline calls means calls to any local and national fixed line number in Ireland and the UK. Irish Mobile means all domestic mobile numbers in the Republic of Ireland. The pack does not include any calls to Premium Rate or other non-geographic numbers. For all other calls see Standard Call Rates below.

Standard Call Rates

Below are the applicable rates for calls made that are outside of any Call Pack associated with a Customer's service

Call Type	Peak	Evening	Weekend
Local*	4.78c	1.36c	1.36c
National	7.07c	4.89c	1.36c
Vodafone	21.76c	21.76c	21.76c
O2	21.76c	21.76c	21.76c
Meteor	21.76c	21.76c	21.76c
3	21.76c	21.76c	21.76c
Tesco	21.76c	21.76c	21.76c
UK	9.27c	9.27c	9.27c
UK Mobile	30.11c	30.11c	30.11c

EU Band	23.37 c	23.37 c	23.37 c
EU Band Mobile	23.37 c	23.37 c	23.37 c
Near Europe	34.75c	34.75c	34.75c
Near Europe Mobile	75.29c	75.29c	75.29c
Mid Europe	34.75c	34.75c	34.75c
Mid Europe Mobile	75.29c	75.29c	75.29c
Far Europe	46.33c	46.33c	46.33c
Far Europe Mobile	69.50c	69.50c	69.50c
North America + Canada	9.27c	9.27c	9.27c
Caribbean & Mexico	69.50c	57.01c	52.12c
Caribbean & Mexico Mobile	69.50c	57.01c	52.12c
Australia & Far East	46.33c	46.33c	40.54c
Australia & Far East Mobile	81.09c	63.70c	40.548c
Middle East	92.67c	92.67c	92.67c
Middle East Mobile	127.41c	127.41c	127.41c
Pacific Rim	92.67c	92.67c	92.67c
Pacific Rim Mobile	127.41c	127.41c	127.41c
Rest Of World	92.67c	92.67c	92.67c
Rest Of World Mobile	162.18c	162.18c	162.18c

**(including 0818)*

Calling Bands are as follows:

UK

UK

EU Band

Calls to destinations

within the
European
Union and
European
Economic
Area

Near Europe

Andorra
Belgium
France
Germany
Luxembourg
Monaco
Netherland

Mid Europe

Austria
Czech
Republic
Denmark
Faroe Islands
Finland
Greece
Hungary
Iceland
Italy
Liechtenstein
Norway
Poland
Portugal
San Marino
Spain
Sweden
Switzerland

Far Europe

Albania
Algeria
Armenia
Azerbaijan
Belarus
Bosnia &
Hercegovina
Bulgaria
Croatia
Cyprus -
Greece
Cyprus -
Turkey
Egypt
Estonia

Georgia
Gibraltar
Greenland
Israel
Kazakhstan
Kyrgyzstan
Latvia
Libya
Lithuania
Malta
Moldova
Morocco
Palestine
Romania
Russia
Slovakia
Slovenia
Tajikistan
Tunisia
Turkey
Turkmenistan
Ukraine
Uzbekistan
Yugoslavia

North America + Canada

Canada
Canada -
Mobile
USA

Caribbean & Mexico

Antigua &
Barbuda
Bahamas
Barbados
Bermuda
Cayman
Islands
Dominica
Dominican
Republic
Jamaica
Mexico
Puerto Rico
St Kitts &
Nevis
St. Helena
St. Lucia
Trinidad &
Tobago
Turks &

	Caicos
Australia & Far East	Australia Hong Kong Japan Malaysia New Zealand Singapore
Middle East	Argentina Bahrain China Jordan Kuwait Lebanon Oman Saudi Arabia South Africa United Arab Emirates
Pacific Rim	Indonesia Korea - Republic Philippines Taiwan Thailand
Rest of World	Afghanistan Angola Anguilla Antarctica Territory Aruba Ascension Island Bangladesh Belize Benin Bhutan Bolivia Botswana Brazil Brunei Burkina Faso Burundi Cambodia Cameroon Cape Verde

Is.
Central
African
Republic
Chad
Chile
Colombia
Comoros
Congo
Congo Dem
Republic
Cook Islands
Costa Rica
Cuba
Cuba
Guantanamo
Bay
Diego Garcia
Djibouti
East Timor
Ecuador
El Salvador
Equatorial
Guinea
Eritrea
Ethiopia
Falkland
Islands
Fiji
French
Guiana
French
Polynesia
Gabon
Ghana
Grenada
Guadeloupe
Guam
Guatemala
Guinea
Guinea -
Bissau
Guyana
Haiti
Honduras
India
Iran
Iraq
Ivory Coast
Kenya

Kiribati
Korea - Dem.
Rep.
Laos
Lesotho
Liberia
Macao
Macedonia
Madagascar
Malawi
Maldives
Mali
Marshall
Islands
Martinique
Mauritania
Mauritius
Micronesia
Mongolia
Mozambique
Myanmar
Namibia
Nauru
Nepal
Netherlands
Antilles
New
Caledonia
Nicaragua
Niger
Nigeria
Niue Islands
Northern
Mariana
Pakistan
Palau
Panama
Papua
Paraguay
Peru
Qatar
Reunion
Rwanda
Samoa
American
Samoa
Western
Sao Tome &
Principe

Senegal
Seychelles
Sierra Leone
Solomon
Islands
Somalia
Sri Lanka
St Pierre &
Miquelon
St Vincent &
Gren.
Sudan
Suriname
Swaziland
Syria
Tanzania
Togo
Tonga
Tuvalu
Uganda
Uruguay
Vanuatu
Venezuela
Vietnam
Virgin Islands
- UK
Virgin Islands
- US
Wallis &
Futuna
Yemen
Zambia
Zimbabwe

Other Call Charges

Dialled Number	Service Type	Setup Charge	Minimum Call Charge	Peak	Evening	Weekend
11811	Directory Enquiries	399.00c	-	399.00c	132.10c	132.10c
11818	Directory Enquiries	-	172.83c	71.78c	71.78c	71.78c
11850	Directory Enquiries	-	558.00c	279.00c	279.00c	279.00c
11860	Directory Enquiries	-	598.00c	299.00c	299.00c	299.00c
11890	Directory Enquiries	-	479.00c	90.00c	90.00c	90.00c
11827	Directory Enquiries	-	150.06c	61.50c	61.50c	61.50c
11824	Directory Enquiries	-	440.34c	220.17c	220.17c	220.17c
11888	Directory Enquiries	-	60.00c	50.00c	50.00c	50.00c
1512	Premium Rate	53.77c	-	-	-	-
1513	Premium Rate	75.52c	-	-	-	-
1514	Premium Rate	97.28c	-	-	-	-
1515	Premium Rate	129.91c	-	-	-	-
1516	Premium Rate	195.17c	-	-	-	-
1517	Premium Rate	271.31c	-	-	-	-
1518	Premium Rate	380.07c	-	-	-	-
1520	Premium Rate	7.23c	-	32.01c	32.01c	32.01c
1530	Premium Rate	7.23c	-	53.77c	53.77c	53.77c

1540	Premium Rate	7.23c	-	75.53c	75.53c	75.53c
1550	Premium Rate	7.23c	-	129.91c	129.91c	129.91c
1559	Premium Rate	7.23c	-	80.15c	80.15c	80.15c
1560	Premium Rate	7.23c	-	195.18c	195.18c	195.18c
1570	Premium Rate	7.23c	-	260.43c	260.43c	260.43c
1580	Premium Rate	7.23c	-	320.26c	320.25c	320.25c
1590	Premium Rate	7.23c	-	380.07c	380.07c	380.07c
700	Personal Number	-	7.23c	8.88c	5.35c	5.35c
1891	Internet	-	7.24c	2.20c	1.09c	1.09c
1892	Internet	-	7.24c	5.75c	1.42c	1.42c

All prices are cent per minute and inclusive of VAT at 23%. Call set-up charge of 15.38c applies to all calls. Calls are billed per minute and rounded up to the nearest minute & cent.

Calling Time Guide

- Peak – Calls made at or after 7a.m. and before 7p.m. on normal working days from Monday to Friday (inclusive)
- Evening – Calls made at or after 7p.m. and before 7a.m. from Monday to Friday (inclusive);
- Weekend – Calls made on Saturday, Sunday

Imagine Product and Pricing Guide for Business

Hero Business Broadband & Call Pack	1000GB of cumulative monthly download data (“AUP Upper Limit”) Up to 150Mbps	Local, National and UK landline calls plus 60 minutes of Irish mobile calls	€48.77 (excl. VAT)	18- 24 months depending on your package.
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100GB Download Add-On	100GB addition in calendar month to AUP Upper Limit of downloaded data Up to 150Mbps	N/A	€10	Add-on applies only to the month in which it was subscribed. Only one Add-on may be purchased in any given month
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General

Service subject to our Terms & Conditions which are available at www.imagine.ie. All prices are exclusive of VAT at 23% and are small business only.

Equipment & Setup

Imagine equipment is provided. Engineer Installation and Connection charge €121.95. If you fail to cancel your installation or service appointment less than 24 hours in advance, you will be charged a reschedule fee of €48.77 on the card which has been stored on our system. Non-standard set-up may cost extra. If you cancel the service, the equipment remains the property of Imagine and you must facilitate the return of our equipment. If you fail to do so you will be charged for the unrecoverable equipment.

Ancillary Services

Call Forwarding facility is included in your Imagine pack but you will be charged for the forwarded call from your Imagine Service to whatever number you choose to forward to. Standard Call rates apply.

Payment

Payment is by monthly direct debit/debit card only. Failure to pay your bill by direct debit in full and on time will incur charges. A failure payment charge of €12.46 applies for each failed payment. If your account is suspended, a reconnection fee of €20.32 applies and must be paid by you in each instance prior to reconnection.

Service

Our service is subject to availability. This means whether we can provide your service depends on where you're located. Broadband speeds are "up to" and depend on location, network usage, your devices & Wi-Fi capability and other factors. Please note the phone service depends on access to an electricity supply. In the event of a power failure or network interruption, you need to be aware that making calls or transmitting data (including access to the Emergency Services or Alarm monitoring services) may not be possible. In this event you should make alternative arrangements such as using your mobile phone.

Contract Term

An 18-month minimum contract term applies or as set-out in your order confirmation email. 30 days' notice is required should you wish to cancel your Service(s). If you cancel within the Minimum Term, you will be charged the monthly pack charge for the remainder of your contract period.

Paperless Billing

Imagine uses paperless billing only which you will find in your MyImagine portal. If your business requires paper bills, please contact our customer service team. Duplicate postal bills may be subject to an administration & postal charge of €4.06.

Cooling off Period

You have the right to cancel your initial order for service up to 14 days after receipt of this Order Confirmation email. You will be liable for any usage charges incurred prior to this cancellation. Any refund due to you (less deductions due to Imagine) will be made via your payment method within 14 days from the date your cancellation is received. If you have already received Equipment from us, you should keep it safe and not use it. We will contact you to arrange collection of the Equipment from you. Orders placed by you for Products, for example orders upgrading or downgrading your service or subscribing for Add-On packages, after your initial order will not be subject to a Cooling Off period.

Imagine Call Pack

Call Pack includes all calls to local (including 0818), national and UK landline numbers and 60 minutes of calls to Irish mobile. Calls within your pack are up to 60mins per call; redial before 60mins to avoid call charges. All other calls standard rates apply

Local, National and UK Landline calls means calls to any local and national fixed line number in Ireland and the UK. Irish Mobile means all domestic mobile numbers in the Republic of Ireland. The pack does not include any calls to Premium Rate or other non-geographic numbers. For all other calls see Standard Call Rates below.

Standard Call Rates

Below are the applicable rates for calls made that are outside of any Call Pack associated with a customer's service.

Call Type	Peak	Evening	Weekend
Local*	3.89c	1.11c	1.11c
National	7.07c	3.98c	1.11c
Vodafone	17.69c	17.69c	17.69c
O2	17.69c	17.69c	17.69c
Meteor	17.69c	17.69c	17.69c
3	17.69c	17.69c	17.69c
Tesco	17.69c	17.69c	17.69c
UK	7.54c	7.54c	7.54c
UK Mobile	24.48c	24.48c	24.48c
EU Band	19.00c	19.00c	19.00c
EU Band Mobile	19.00c	19.00c	19.00c
Near Europe	28.25c	28.25c	28.25c
Near Europe Mobile	61.21c	61.21c	61.21c
Mid Europe	28.25c	28.25c	28.25c
Mid Europe Mobile	61.21c	61.21c	61.21c
Far Europe	37.67c	37.67c	37.67c
Far Europe Mobile	56.50c	56.50c	56.50c
North America + Canada	7.54c	7.54c	7.54c
Caribbean & Mexico	56.50c	46.35c	42.37c
Caribbean & Mexico Mobile	56.50c	46.35c	42.37c
Australia & Far East	37.67c	37.67c	32.96c
Australia & Far East Mobile	65.93c	51.79c	32.97c
Middle East	75.34c	75.34c	75.34c
Middle East Mobile	103.59c	103.59c	103.59c

Pacific Rim	75.34c	75.34c	75.34c
Pacific Rim Mobile	103.59c	103.59c	103.59c
Rest Of World	75.34c	75.34c	75.34c
Rest Of World Mobile	131.85c	131.85c	131.85c

Calling Bands are as follows:

UK

UK

EU Band

Calls to destinations within the European Union and European Economic Area

Near Europe

Andorra
Belgium
France
Germany
Luxembourg
Monaco
Netherland

Mid Europe

Austria
Czech Republic
Denmark
Faroe Islands
Finland
Greece
Hungary
Iceland
Italy
Liechtenstein
Norway
Poland
Portugal
San Marino
Spain
Sweden
Switzerland

Far Europe

Albania
Algeria
Armenia
Azerbaijan
Belarus

Bosnia &
Hercegovina
Bulgaria
Croatia
Cyprus -
Greece
Cyprus - Turkey
Egypt
Estonia
Georgia
Gibraltar
Greenland
Israel
Kazakhstan
Kyrgyzstan
Latvia
Libya
Lithuania
Malta
Moldova
Morocco
Palestine
Romania
Russia
Slovakia
Slovenia
Tajikistan
Tunisia
Turkey
Turkmenistan
Ukraine
Uzbekistan
Yugoslavia

North America + Canada

Canada
Canada -
Mobile
USA

Caribbean & Mexico

Antigua &
Barbuda
Bahamas
Barbados
Bermuda
Cayman Islands
Dominica
Dominican
Republic
Jamaica

Mexico
Puerto Rico
St Kitts & Nevis
St. Helena
St. Lucia
Trinidad &
Tobago
Turks & Caicos

Australia & Far East

Australia
Hong Kong
Japan
Malaysia
New Zealand
Singapore

Middle East

Argentina
Bahrain
China
Jordan
Kuwait
Lebanon
Oman
Saudi Arabia
South Africa
United Arab
Emirates

Pacific Rim

Indonesia
Korea -
Republic
Philippines
Taiwan
Thailand

Rest of World

Afghanistan
Angola
Anguilla
Antarctica
Territory
Aruba
Ascension
Island
Bangladesh
Belize
Benin
Bhutan
Bolivia
Botswana
Brazil

Brunei
Burkina Faso
Burundi
Cambodia
Cameroon
Cape Verde Is.
Central African
Republic
Chad
Chile
Colombia
Comoros
Congo
Congo Dem
Republic
Cook Islands
Costa Rica
Cuba
Cuba
Guantanamo
Bay
Diego Garcia
Djibouti
East Timor
Ecuador
El Salvador
Equatorial
Guinea
Eritrea
Ethiopia
Falkland Islands
Fiji
French Guiana
French
Polynesia
Gabon
Ghana
Grenada
Guadeloupe
Guam
Guatemala
Guinea
Guinea - Bissau
Guyana
Haiti
Honduras
India
Iran
Iraq

Ivory Coast
Kenya
Kiribati
Korea - Dem.
Rep.
Laos
Lesotho
Liberia
Macao
Macedonia
Madagascar
Malawi
Maldives
Mali
Marshall Islands
Martinique
Mauritania
Mauritius
Micronesia
Mongolia
Mozambique
Myanmar
Namibia
Nauru
Nepal
Netherlands
Antilles
New Caledonia
Nicaragua
Niger
Nigeria
Niue Islands
Northern
Mariana
Pakistan
Palau
Panama
Papua
Paraguay
Peru
Qatar
Reunion
Rwanda
Samoa
American
Samoa Western
Sao Tome &
Principe
Senegal
Seychelles

Sierra Leone
Solomon
Islands
Somalia
Sri Lanka
St Pierre &
Miquelon
St Vincent &
Gren.
Sudan
Suriname
Swaziland
Syria
Tanzania
Togo
Tonga
Tuvalu
Uganda
Uruguay
Vanuatu
Venezuela
Vietnam
Virgin Islands -
UK
Virgin Islands -
US
Wallis & Futuna
Yemen
Zambia
Zimbabwe

Other Call Charges

Dialled Number	Service Type	Setup Charge	Minimum Call Charge	Peak	Evening	Weekend
11811	DirectoryEnquiries	324.39c	-	324.39c	324.39c	324.39c
11818	DirectoryEnquiries	-	140.51c	58.36c	58.36c	58.36c
11850	DirectoryEnquiries	-	453.66c	226.83c	226.83c	226.83c
11860	DirectoryEnquiries	-	486.18c	243.09c	243.09c	243.09c
11890	DirectoryEnquiries	-	398.43c	77.24c	77.24c	77.24c
11824	DirectoryEnquiries	-	358.00c	179.00c	179.00c	179.00c
11827	DirectoryEnquiries	-	122.00c	50.00c	50.00c	50.00c
11888	DirectoryEnquiries	-	48.78c	40.65c	40.65c	40.65c
1512	PremiumRate	43.72c	-	-	-	-
1513	PremiumRate	61.40c	-	-	-	-
1514	PremiumRate	79.09c	-	-	-	-
1515	PremiumRate	105.62c	-	-	-	-
1516	PremiumRate	158.67c	-	-	-	-
1517	PremiumRate	220.58c	-	-	-	-
1518	PremiumRate	309.00c	-	-	-	-
1520	PremiumRate	5.88c	-	26.02c	26.02c	26.02c
1530	PremiumRate	7.23c	-	43.72c	43.72c	43.72c
1540	PremiumRate	7.23c	-	61.41c	61.41c	61.41c
1550	PremiumRate	7.23c	-	129.91c	129.91c	129.91c
1550	PremiumRate	5.88c	-	105.62c	105.62c	105.62c
1559	PremiumRate	5.88c	-	65.16c	65.16c	65.16c
1560	PremiumRate	5.88c	-	158.68c	158.68c	158.68c
1570	PremiumRate	5.88c	-	211.73c	211.73c	211.73c
1580	PremiumRate	5.88c	-	260.37c	260.37c	260.37c
1590	PremiumRate	5.88c	-	309.00c	309.00c	309.00c
700	PersonalNumber	-	5.88c	7.22c	4.35c	4.35c
1891	Internet	-	5.89c	1.79c	0.89c	0.89c
1892	Internet	-	5.89c	4.67c	1.15c	1.15c

All prices are cent per minute and exclusive of VAT at 23%. Call set-up charge of 12.5c applies to all calls. Calls are billed per minute and rounded up to the nearest minute & cent.

Calling Time Guide:

- Peak – Calls made at or after 7a.m. and before 7p.m. on normal working days from Monday to Friday (inclusive);
- Evening – Calls made at or after 7p.m. and before 7a.m. from Monday to Friday (inclusive); Off-Peak – Evening and Weekend calls are classified as Off-Peak;
- Weekend – Calls made on Saturday, Sunday