



# 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](http://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 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
<b>Essential</b> 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.
<b>Everyday</b> 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.
<b>Super</b> 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.
<b>Hero</b> 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.

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

<b>Call Type</b>	<b>Peak</b>	<b>Evening</b>	<b>Weekend</b>
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, Netherlands
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, Tajikstan, 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**

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



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

<b>Hero Business Broadband &amp; Call Pack</b>	1000GB of cumulative monthly download data ("AUP Upper Limit")  Up to 150Mbps	Local, National 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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<b>100GB Download Add-On</b>	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](http://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 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.

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

<b>Pacific Rim</b>	75.34c	75.34c	75.34c
<b>Pacific Rim Mobile</b>	103.59c	103.59c	103.59c
<b>Rest Of World</b>	75.34c	75.34c	75.34c
<b>Rest Of World Mobile</b>	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, Netherlands
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, Tajikstan, 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