



# Product & Pricing

Fibre Broadband

June 2024

# Imagine Product and Pricing Guide For Fibre

Welcome to the Imagine Fibre Broadband Product & Pricing Guide! This guide provides a quick overview of any charges that may be applied to your account, explaining what they are so you can understand your billing clearly. Following this, you'll find detailed information on call rates for those using the Imagine phone service. Please note our service subject to our Terms & Conditions which are available at [www.imagine.ie](http://www.imagine.ie). VAT is currently charged at 23%.

Type of Fee	Fee Name	What is this?	Charge (incl 23% VAT)	Charge (excl VAT)
<b>Fibre Products*</b>	Fibre500	Fibre to the premises with speeds up to 500Mbps	€ 55.00	€ 44.72
	Fibre1000	Fibre to the premises with speeds up to 1000Mbps or 1Gbps	€ 65.00	€ 52.85
<b>Setup, Installation &amp; Engineer Call Out</b>	Installation	This fee is for the engineer installation appointment for your Imagine fibre. Non-standard installation may cost extra (you will be advised of this at the time of your installation or on your pre-installation scheduling call) which will be charged on your subsequent bills.	Up to €150	Up to €121.95
	Activation	Where fibre is already connected to your home & you do not require an engineer to visit to connect you to Imagine Fibre. This fee covers your activation of Imagine to your premises.	Up to €50	Up to €40.65
	Deposit	You may be asked to pay an upfront non-refundable deposit at the time of sale. If your installation cannot be successfully completed by us due to technical reasons, this entire deposit will be returned to you upon the return of our equipment (minus the cost of your equipment dispatch). If you cancel your installation or decide not to proceed after the installer has evaluated your premises, the deposit will be retained by Imagine.	€ 50.00	€ 40.65
	Reschedule Fee	If you reschedule an installation or service appointment less than 24 hours in advance of your appointment, and at least before 4pm on the previous working day, you may be charged an additional fee as a consequence of the late rescheduling on the card or whichever method of payment has been stored on our system. This fee will also apply in the event that the engineer cannot contact you on the day of an appointment, or your premises is unsuitable for installation and therefore the appointment has been cancelled.	Up to €150	Up to €121.95
	Additional Cabling (<=30m)	Where additional cabling is required as a part of your installation. This should be requested at the time of your order placement.	€ 70.00	€ 56.91
	Service Call Out Fee	This fee applies if when an engineer has visited the premises, there is no fault on the actual line. i.e. the fault lay with the customer's personal equipment and not on the actual line itself.	€ 125.00	€ 101.63
	Engineer Removal of Equipment by customer request	This fee applies where a customer has requested the de-installation of fibre to the premises which we will make reasonable effort to accommodate.	€ 125.00	€ 101.63
	<b>Upgrades &amp; Downgrades</b>	Service Upgrade/Downgrade	If you would like to upgrade or downgrade the service on your line, you will be charged an upgrade/downgrade activation charge. You may also be charged for any outstanding monies owed on your current service contract.	€ 32.50

<b>Moving Home</b>	Moving Home Fee	This fee will cover the cost of an engineer's installation appointment for your fibre broadband if there is no fibre currently available at the premises. Non-standard installation may cost extra but you will be advised of this at the time of your installation or on your pre-installation scheduling call which will be charged on your subsequent bills. In the event that fibre connection is already available at your home, you will only be charged an activation fee.	€ 125.00	€ 101.63
<b>Equipment</b>	Damaged Equipment	This fee applies if you have lost or damaged your Imagine fibre router and require a replacement. If the damaged equipment is tested & found faulty, this fee will be returned to you.	€ 75.00	€ 60.98
	Unreturned Equipment	If you cancel the service, the equipment remains the property of Imagine and you must facilitate the return of our equipment. We will reach out to you on email, SMS or phone to let you know the best way to return your unit. If we have not received the unit within 30 days, the fee will be charged.	€ 75.00	€ 60.98
<b>Cancellation</b>	Early Termination Fee	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.	Variable	Variable
	Cancellation Administration Fee	This fee is an administration charge to end the fibre access to your premises with Imagine.	€ 5.00	€ 4.07
<b>Payment &amp; Reactivation</b>	Failed Payment Charge	Payment is by monthly direct debit or debit/credit card only. Failure to pay your bill by direct debit in full and on time will incur charges. A failure payment charge applies for each failed payment.	€ 10.00	€ 8.13
	Non-Recurring Payment Charge	Payment is by monthly direct debit or debit/credit card only. If you make an adhoc payment with alternative means, an administration fee of will be applied for each payment using a non-recurring payment method.	€ 10.00	€ 8.13
	Reactivation Fee	If your account is suspended, a reconnection fee applies and must be paid by you in each instance prior to reactivation.	€ 20.00	€ 16.26
<b>Billing</b>	Postal Bill	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.	€ 5.00	€ 4.07

\*As part of the Charges for the provision of the Services you may be subject to an annual price increase in April of each year. This means your monthly charge may increase every April by an amount equal to your then undiscounted monthly charge multiplied by the annual Consumer Price Index rate (published in January relating to the CPI from December to December in the preceding year) plus an additional 3% to reflect ongoing investments Imagine makes in its network and technology infrastructure, business, products, and services. This will be applied from your April bill in each year on a compound basis. In the event that the CPI is negative, then no CPI amount will apply but the additional 3% will still be applicable in calculating the annual price increase.

# Imagine Phone Product

Type of Fee	Fee Name	What is this?	Charge (incl 23% VAT)	Charge (excl VAT)
<b>Call Pack Add On</b>	Imagine Voice	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.	€ 5.00	€ 4.07

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 add-on service. All rates inclusive of VAT at 23%.

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, 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, 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