



Product & Pricing

5G Broadband

April 2025

Imagine Product and Pricing Guide For 5G

Welcome to the Imagine 5G 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. VAT is currently charged at 23%.

Type of Fee	Fee Name	What is this?	Charge (incl 23% VAT)	Charge (excl VAT)
5G Products*	5G Broadband	Self Install 5G mobile broadband with speeds up to 300Mbps	€ 40.00	€ 32.52
Setup, Installation & Engineer Call Out	Deposit	You may be asked to pay an upfront non-refundable deposit at the time of sale. If your service 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
Upgrades & Downgrades	Service Upgrade/Downgrade	If you would like to upgrade or downgrade the service on your line, you may be charged an upgrade/downgrade activation charge. You may also be charged for any outstanding monies owed on your current service contract.	€ 32.50	€ 26.42
Moving Home	Moving Home Fee	This fee will cover the cost of an engineer's installation appointment for your broadband if there is no service 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 a connection is already available at your home, you will only be charged an activation fee.	€ 125.00	€ 101.63

Equipment	Damaged Equipment	This fee applies if you have lost or damaged your Imagine 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
Cancellation	Cancellation Charge	This fee is a charge to end the 5G access to your premises with Imagine.	€ 100.00	€ 81.30
Payment & Reactivation	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
Billing	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, but this won't happen until 2027 at the earliest. 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 effect 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.