



**Product & Pricing Guide**  
**Fibre Broadband**  
October 2025



**Imagine.**

# Imagine Product and Pricing Guide for Fibre Broadband

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. 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	What is this?	Charge (incl 23% VAT)	Charge (excl VAT)
Fibre Products	Fibre to the premises with speeds up to 500Mbps	€ 55.00	€ 44.72
	Fibre to the premises with speeds up to 1000Mbps or 1Gbps	€ 65.00	€ 52.85
	Fibre to the premises with speeds up to 2000Mbps or 2Gbps	€ 75.00	€ 60.98
Installation Missed Appointment Fee	<p>We always do our best to avoid any additional charges and to make your installation or service appointment as smooth as possible.</p> <p>In the event that an appointment needs to be rescheduled at short notice (less than 24 hours before the scheduled time, or after 4pm on the previous working day), an additional fee may apply. This is because the engineer has already been allocated and may be unable to take on another job at short notice.</p> <p>A fee may also apply if the engineer is unable to contact you on the day of the appointment, or if the premises is not suitable for installation and the appointment has to be cancelled. Any applicable charge would be applied to your stored payment method.</p>	Up to €150	Up to €121.95
Equipment Unreturned or Damaged Fee	<p>You'll get a Router as part of your service and here's the simple rule:</p> <p><b>If you've been with us for 24 months or more:</b> The router is yours. No need to send anything back — no hassle, no charge.</p> <p><b>If you leave before 24 months:</b> We'll just need the router back. You'll have 30 days, and we'll make the return process easy and send you clear instructions, so you never get charged unintentionally.</p> <p><b>If the router isn't returned or comes back broken:</b> We'll need to charge a fee to replace it — simply because we have to buy a new one.</p> <p>If the router stops working because of a technical issue: That's on us — we'll replace it for free. And if we ever charge you and later find out it wasn't your fault, we'll refund you.</p>	€ 75.00	€ 60.98

<b>Cancellation</b>  Contract Type & Service Wrap up Fee	We hope you never need to cancel but if you do, depending on when you joined Imagine:  If you're on a 12-month contract (joined before 30 October 2025): Leaving early means an Early Termination Fee applies. After 12 months, no fee applies.	Variable	Variable
	If you're on a Leave-Anytime contract (joined after 30 October 2025): There's no minimum contract. Instead, there is a small Service Wrap-Up Fee to cover the admin and processing work required to close your service. If you stay for more than 24 months, the wrap-up fee is fully waived. We'll always be upfront, so you know what applies to you.	€ 60.00	€48.78
<b>Failed /Late Payment Fee</b>  & <b>Non – Standard Payment Fee</b>	You'll pay your bill monthly by <b>direct debit or by credit/debit card</b> .  These are our preferred payment methods as they're secure, automatic and help ensure your payments are processed on time without interruption.  We however apply a fee only because we need to cover additional processing and administration in the following cases:  <b>Failed payment:</b> if a payment doesn't go through (e.g. card change or insufficient funds), to cover the cost of retrying the payment  <b>Non-standard payment:</b> if you choose to pay using another method (like cheque or manual payment), which requires additional processing  You'll always see your full bill clearly: <ul style="list-style-type: none"> <li>• your monthly broadband charge</li> <li>• any discounts you're getting</li> <li>• any one-off charges (only if something unusual happened)</li> </ul> We keep it transparent, so you always know what's happening	€ 10.00	€ 8.13
<b>Reactivation Fee</b>	Our goal is always to help you stay connected. But on the off chance your account does get suspended (usually because of an unpaid bill), there's a small reconnection fee to get everything switched back on.	€ 20.00	€ 16.26
<b>Postal Bill</b>	We keep things simple and eco-friendly, so we'll always send your bills to you online. You'll find every bill in your MyImagine portal, and you can check them anytime – no waiting for the post, no lost letters.  If you ever really need a paper copy of a specific bill, no problem – just get in touch with our customer care team and we'll sort it out for you. There's a small admin and postage fee for this, just to cover the printing and mailing.	€ 5.00	€ 4.07

