



Product & Pricing Guide
5G Fixed Wireless Broadband
March 2026



Imagine.

Imagine Product and Pricing Guide for 5G Fixed Wireless Broadband

Welcome to the Imagine 5G Fixed Wireless 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 is subject to our Terms & Conditions which are available at www.imagine.ie. VAT is currently charged at 23%.

Type of Fee	What is this?	Charge (incl 23% VAT)	Charge (excl VAT)
5G Fixed Wireless Broadband	Tech-Install 5G fixed wireless broadband with speeds up to 450 Mbps – Unlimited (FUP 1TB)	€60.00	€48.78
Failed /Late Payment Fee & Non – Standard Payment Fee	<p>You'll pay your bill monthly by direct debit or by credit/debit card.</p> <p>These are our preferred payment methods as they're secure, automatic and help ensure your payments are processed on time without interruption.</p> <p>We however apply a fee only because we need to cover additional processing and administration in the following cases:</p> <p>Failed payment: if a payment doesn't go through (e.g. card change or insufficient funds), to cover the cost of retrying the payment</p> <p>Non-standard payment: if you choose to pay using another method (like cheque or manual payment), which requires additional processing</p> <p>You'll always see your full bill clearly:</p> <ul style="list-style-type: none"> • your monthly broadband charge • any discounts you're getting • any one-off charges (only if something unusual happened) <p>We keep it transparent, so you always know what's happening</p>	€ 10.00	€ 8.13
Reactivation Fee	We really hope it never comes to this – 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

<p>Installation</p>	<p>Because this is a professionally installed service, we'll send an engineer to your home to get everything set up properly.</p> <p>This includes:</p> <ul style="list-style-type: none"> • Mounting the outdoor antenna (if required) • Installing your router • Testing and ensuring your connection is up <p>For new customers, a one-off installation fee applies to cover the cost of the engineer visit and setup.</p> <p>If you're an existing Imagine customer moving from LTE, we'll take care of this for you – there's no installation charge, and we'll upgrade your service as part of the move.</p> <p>We'll always explain everything clearly before booking your installation, so there are no surprises.</p>	<p>€150</p>	<p>€121.95</p>
<p>Missed Appointment</p>	<p>We totally get that plans change – it happens.</p> <p>But if you need to reschedule your installation or service appointment, just try to let us know at least 24 hours in advance (before 4pm on the previous working day). That way, there's no charge and we can easily slot you into a new time.</p> <p>If the appointment is moved last-minute, or if the engineer arrives and can't reach you, or finds that the home isn't ready for installation, we may need to charge a missed appointment fee. This simply covers the cost of sending the engineer out.</p> <p>If a fee applies, it will be charged using the payment method we have on file.</p> <p>We always do our best to avoid this, and we'll remind you ahead of time so everything goes smoothly.</p>	<p>Up to €150</p>	<p>Up to €121.95</p>
<p>Service Callout</p>	<p>If you need an engineer to visit your home after installation, a call-out fee may apply.</p> <p>This covers the cost of sending an engineer to investigate and resolve the issue.</p> <p>However, if the issue is found to be related to the Imagine network or equipment -there is no charge</p> <p>If the issue is related to something within the home (for example, internal setup moved or non-service related issues)</p>	<p>€ 150.00</p>	<p>€121.95</p>

	<p>-a call-out fee will apply</p> <p>We'll always review this fairly through our internal checks before applying any charges.</p>		
Cancellation – Service Wrap up	<p>We hope you never need to cancel, but if you do, here's how it works:</p> <p>There's no minimum contract — you're free to leave whenever you choose as long as you let us know by the 27th of the month.</p> <p>Because this service includes a professional installation:</p> <p>If you leave within 24 months: A Service Wrap-Up Fee applies. This covers the cost of removing the installed equipment and closing your service</p> <p>If you stay for more than 24 months: This fee is fully waived</p> <p>We'll always be upfront, so you know exactly what applies.</p>	€ 200.00	€162.60
Equipment – De-installing after 24 months or Damaged Fee	<p>You'll receive the equipment needed for your service, including your router and the outdoor antenna.</p> <p>Here's how it works:</p> <p>If you stay with us for 24 months or more:</p> <ul style="list-style-type: none"> - The equipment becomes yours — no need for us to de-install it. <p>If you leave within 24 months:</p> <ul style="list-style-type: none"> - A Service Wrap-Up Fee will apply (see above), which includes the cost of removing the equipment. <p>If you've been with us for more than 24 months but would still like the equipment removed:</p> <ul style="list-style-type: none"> - We can arrange this for you, and a de-installation fee will apply to cover the engineer visit for requests after the 24months. <p>If there's ever a technical issue with your equipment, that's on us — we'll fix or replace it at no cost.</p>	€ 150.00	€121.95
Postal Bill Fee	<p>We keep things simple and eco-friendly, so we'll always send your bills to you online through email.</p> <p>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.</p>	€ 5.00	€ 4.07

	There's a small admin and postage fee for this, just to cover the printing and mailing.		
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