

imagine!

PRODUCT & PRICING



Imagine Home Product and Pricing Guide

Imagine Home Product and Pricing Guide

Packages	Broadband	Included Call Pack	Monthly Charge	Minimum Term
Home Broadband & Call Pack	Up to 150Mb	Local, National and UK landline calls plus 60 minutes of Irish mobile calls	€59.99	24 Months

Service subject to our Terms & Conditions which are available at 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. 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.

Imagine Call Pack

Call Pack includes all calls to local, 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.

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
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

Calling Bands are as follows

UK	UK	Rest of World	
Near Europe	Andorra		Afghanistan
	Belgium		Angola
	France		Anguilla
	Germany		Antarctica Territory
	Luxembourg		Aruba
	Monaco		Ascension Island
	Netherland		Bangladesh
Mid Europe	Austria		Belize
	Czech Republic		Benin
	Denmark		Bhutan
	Faroe Islands		Bolivia
	Finland		Botswana
	Greece		Brazil
	Hungary		Brunei
	Iceland		Burkina Faso
	Italy		Burundi
	Liechtenstein		Cambodia
	Norway		Cameroon
	Poland		Cape Verde Is.
	Portugal		Central African Republic
	San Marino		Chad
	Spain		Chile
	Sweden		Colombia
	Switzerland		Comoros
Far Europe	Albania		Congo
	Algeria		Congo Dem Republic
	Armenia		Cook Islands
	Azerbaijan		Costa Rica
	Belarus		Cuba
	Bosnia & Hercegovina		Cuba Guantanamo Bay
	Bulgaria		Diego Garcia
	Croatia		Djibouti
	Cyprus - Greece		East Timor
	Cyprus - Turkey		Ecuador
	Egypt		El Salvador
	Estonia		Equatorial Guinea
	Georgia		Eritrea
	Gibraltar		Ethiopia
	Greenland		Falkland Islands
	Israel		Fiji
	Kazakhstan		French Guiana
	Kyrgyzstan		French Polynesia
	Latvia		Gabon
	Libya		Ghana
			Grenada

	Lithuania		Guadeloupe
	Malta		Guam
	Moldova		Guatemala
	Morocco		Guinea
	Palestine		Guinea - Bissau
	Romania		Guyana
	Russia		Haiti
	Slovakia		Honduras
	Slovenia		India
	Tajikstan		Iran
	Tunisia		Iraq
	Turkey		Ivory Coast
	Turkmenistan		Kenya
	Ukraine		Kiribati
	Uzbekistan		Korea - Dem. Rep.
	Yugoslavia		Laos
North America + Canada	Canada		Lesotho
	Canada - Mobile		Liberia
	USA		Macao
Caribbean & Mexico	Antigua & Barbuda		Macedonia
	Bahamas		Madagascar
	Barbados		Malawi
	Bermuda		Maldives
	Cayman Islands		Mali
	Dominica		Marshall Islands
	Dominican Republic		Martinique
	Jamaica		Mauritania
	Mexico		Mauritius
	Puerto Rico		Micronesia
	St Kitts & Nevis		Mongolia
	St. Helena		Mozambique
	St. Lucia		Myanmar
	Trinidad & Tobago		Namibia
	Turks & Caicos		Nauru
Australia & Far East	Australia		Nepal
	Hong Kong		Netherlands Antilles
	Japan		New Caledonia
	Malaysia		Nicaragua
	New Zealand		Niger
	Singapore		Nigeria
Middle East	Argentina		Niue Islands
	Bahrain		Northern Mariana
	China		Pakistan
	Jordan		Palau

	Kuwait		Panama
	Lebanon		Papua
	Oman		Paraguay
	Saudi Arabia		Peru
	South Africa		Qatar
	United Arab Emirates		Reunion
Pacific Rim	Indonesia		Rwanda
	Korea - Republic		Samoa American
	Philippines		Samoa Western
	Taiwan		Sao Tome & Principe
	Thailand		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	210.00c	-	132.10c	132.10c	132.10c
11818	Directory Enquiries	-	172.83c	71.78c	71.78c	71.78c
11850	Directory Enquiries	-	558.00c	313.47c	313.47c	313.47c
11860	Directory Enquiries	-	598.00c	299.00c	299.00c	299.00c
11890	Directory Enquiries	-	340.00c	90.00c	90.00c	90.00c
11827	Directory Enquiries	-	111.87c	23.69c	23.69c	23.69c
11824	Directory Enquiries	105.29c	-	72.39c	72.39c	72.39c
11888	Directory Enquiries	-	-	32.90c	32.90c	32.90c
076 (VOIP)	VOIP	-	7.23c	5.63c	1.43c	1.43c
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
818	Shared rate timed tariff	10.33c	-	5.62c	1.43c	1.43c
1850	Shared rate fixed tariff	7.23c	-	-	-	-
1890	Shared rate timed tariff	10.33c	-	5.62c	1.43c	1.43c
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); Off-Peak – Evening and Weekend calls are classified as Off-Peak; Weekend – Calls made

on Saturday, Sunday

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 24-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.

Cooling off Period: You have the right to cancel your 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.

imagine Business Product and Pricing Guide
Correct as at February 2019

Packages	Broadband	Included Call Pack	Monthly Charge	Minimum Term
Business Broadband & Call Pack	Up to 150Mb	Local, National and UK landline calls plus 60 minutes of Irish mobile calls	€48.77	24 Months

Service subject to our Terms & Conditions which are available at 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. 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.

imagine Call Pack

Call Pack includes all calls to Local, 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.

Call Type	Peak	Evening	Weekend
Local	3.89c	1.11c	1.11c
National	7.07c	3.98c	1.11c
Vodafone	17.69c	17.69c	17.69c
O2	17.69c	17.69c	17.69c
Meteor	17.69c	17.69c	17.69c
3	17.69c	17.69c	17.69c
Tesco	17.69c	17.69c	17.69c
UK	7.54c	7.54c	7.54c
UK Mobile	24.48c	24.48c	24.48c
Near Europe	28.25c	28.25c	28.25c
Near Europe Mobile	61.21c	61.21c	61.21c
Mid Europe	28.25c	28.25c	28.25c
Mid Europe Mobile	61.21c	61.21c	61.21c
Far Europe	37.67c	37.67c	37.67c
Far Europe Mobile	56.50c	56.50c	56.50c

Call Type	Peak	Evening	Weekend
North America + Canada	7.54c	7.54c	7.54c
Caribbean & Mexico	56.50c	46.35c	42.37c
Caribbean & Mexico Mobile	56.50c	46.35c	42.37c
Australia & Far East	37.67c	37.67c	32.96c
Australia & Far East Mobile	65.93c	51.79c	32.97c
Middle East	75.34c	75.34c	75.34c
Middle East Mobile	103.59c	103.59c	103.59c
Pacific Rim	75.34c	75.34c	75.34c
Pacific Rim Mobile	103.59c	103.59c	103.59c
Rest Of World	75.34c	75.34c	75.34c
Rest Of World Mobile	131.85c	131.85c	131.85c

Calling Bands are as follows

UK	UK	Rest of World	Afghanistan
Near Europe	Andorra		Angola
	Belgium		Anguilla
	France		Antarctica Territory
	Germany		Aruba
	Luxembourg		Ascension Island
	Monaco		Bangladesh
	Netherland		Belize
Mid Europe	Austria		Benin
	Czech Republic		Bhutan
	Denmark		Bolivia
	Faroe Islands		Botswana
	Finland		Brazil
	Greece		Brunei
	Hungary		Burkina Faso
	Iceland		Burundi
	Italy		Cambodia
	Liechtenstein		Cameroon
	Norway		Cape Verde Is.
	Poland		Central African Republic
	Portugal		Chad
	San Marino		Chile
	Spain		Colombia
	Sweden		Comoros
	Switzerland		Congo

Far Europe	Albania		Congo Dem Republic
	Algeria		Cook Islands
	Armenia		Costa Rica
	Azerbaijan		Cuba
	Belarus		Cuba Guantanamo Bay
	Bosnia & Hercegovina		Diego Garcia
	Bulgaria		Djibouti
	Croatia		East Timor
	Cyprus - Greece		Ecuador
	Cyprus - Turkey		El Salvador
	Egypt		Equatorial Guinea
	Estonia		Eritrea
	Georgia		Ethiopia
	Gibraltar		Falkland Islands
	Greenland		Fiji
	Israel		French Guiana
	Kazakhstan		French Polynesia
	Kyrgyzstan		Gabon
	Latvia		Ghana
	Libya		Grenada
	Lithuania		Guadeloupe
	Malta		Guam
	Moldova		Guatemala
	Morocco		Guinea
	Palestine		Guinea - Bissau
	Romania		Guyana
	Russia		Haiti
	Slovakia		Honduras
	Slovenia		India
	Tajikstan		Iran
	Tunisia		Iraq
	Turkey		Ivory Coast
	Turkmenistan		Kenya
	Ukraine		Kiribati
	Uzbekistan		Korea - Dem. Rep.
	Yugoslavia		Laos
North America + Canada	Canada		Lesotho
	Canada - Mobile		Liberia

North America + Canada	Canada		Lesotho
	Canada - Mobile		Liberia
	USA		Macao
Caribbean & Mexico	Antigua & Barbuda		Macedonia
	Bahamas		Madagascar
	Barbados		Malawi
	Bermuda		Maldives
	Cayman Islands		Mali
	Dominica		Marshall Islands
	Dominican Republic		Martinique
	Jamaica		Mauritania
	Mexico		Mauritius
	Puerto Rico		Micronesia
	St Kitts & Nevis		Mongolia
	St. Helena		Mozambique
	St. Lucia		Myanmar
	Trinidad & Tobago		Namibia
	Turks & Caicos		Nauru
Australia & Far East	Australia		Nepal
	Hong Kong		Netherlands Antilles
	Japan		New Caledonia
	Malaysia		Nicaragua
	New Zealand		Niger
	Singapore		Nigeria
Middle East	Argentina		Niue Islands
	Bahrain		Northern Mariana
	China		Pakistan
	Jordan		Palau
	Kuwait		Panama
	Lebanon		Papua
	Oman		Paraguay
	Saudi Arabia		Peru
	South Africa		Qatar
	United Arab Emirates		Reunion
Pacific Rim	Indonesia		Rwanda
	Korea - Republic		Samoa American
	Philippines		Samoa Western
	Taiwan		Sao Tome & Principe
	Thailand		Senegal
			Seychelles
			Sierra Leone
			Solomon Islands
			Somalia
			Sri Lanka

Have any questions? Call: 1800 938 100

			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	170.73c	-	170.73c	170.73c	170.73c
11818	Directory Enquiries	-	140.51c	58.36c	58.36c	58.36c
11850	Directory Enquiries	-	453.66c	254.85c	254.85c	254.85c
11860	Directory Enquiries	-	486.18c	243.09c	243.09c	243.09c
11890	Directory Enquiries	-	276.42c	73.17c	73.17c	73.17c
11827	Directory Enquiries	-	90.95c	19.26c	19.26c	19.26c
11824	Directory Enquiries	85.60c	-	58.85c	58.85c	58.85c
11888	Directory Enquiries	-	-	26.75c	26.75c	26.75c
076 (VOIP)	VOIP	-	5.88c	4.58c	1.16c	1.16c
1512	Premium Rate	43.72c	-	-	-	-
1513	Premium Rate	61.40c	-	-	-	-
1514	Premium Rate	79.09c	-	-	-	-
1515	Premium Rate	105.62c	-	-	-	-
1516	Premium Rate	158.67c	-	-	-	-
1517	Premium Rate	220.58c	-	-	-	-
1518	Premium Rate	309.00c	-	-	-	-
1520	Premium Rate	5.88c	-	26.02c	26.02c	26.02c
1530	Premium Rate	7.23c	-	43.72c	43.72c	43.72c
1540	Premium Rate	7.23c	-	61.41c	61.41c	61.41c

Other Call Charges

Dialled Number	Service Type	Setup Charge	Minimum Call Charge	Peak	Evening	Weekend
1550	Premium Rate	5.88c	-	105.62c	105.62c	105.62c
1559	Premium Rate	5.88c	-	65.16c	65.16c	65.16c
1560	Premium Rate	5.88c	-	158.68c	158.68c	158.68c
1570	Premium Rate	5.88c	-	211.73c	211.73c	211.73c
1580	Premium Rate	5.88c	-	260.37c	260.37c	260.37c
1590	Premium Rate	5.88c	-	309.00c	309.00c	309.00c
700	Personal Number	-	5.88c	7.22c	4.35c	4.35c
818	Shared rate timed tariff	8.40c	-	4.57c	1.16c	1.16c
1850	Shared rate fixed tariff	5.88c	-	-	-	-
1890	Shared rate timed tariff	8.40c	-	4.57c	1.16c	1.16c
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

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: A 24-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.

Have any questions? Call: 1800 938 100

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