



Terms & Conditions

4th August 2023

Broadband

Imagine agrees to make available to the Customer the Services(s) described below on the following Terms and Conditions:

Definitions

The following words shall have the following meaning: “**Imagine**”, “**we**” “**us**” shall mean Imagine Networks Services Limited, whose registered address is at Sandyford Business Centre, Blackthorn Road, Sandyford, Dublin 18 and its employees;

“**Imagine Product & Price Guide(s)**” means the information published from time to time by us in respect of the product details and prices for the Service(s) and is [available at here](#) or upon written request;

“**Acceptable Use Policy**” means additional terms and conditions that govern the acceptable use of the Service(s) by you and are available online at imagineprodsg.wpengine.com;

“**Agreement**” means these Terms and Conditions; the Order; the [Acceptable Use Policy](#); Imagine [Product & Pricing](#) Guide(s) which together constitute a legally binding agreement between Imagine and the Customer. The Agreement shall come into force once you start to use the Service(s) as determined by us;

“**Authorised Installer**” means any party authorised by Imagine to install the Equipment but not the Customer;

“**Affiliate**” means a holding company, group company, or subsidiary direct or indirect, or a company that is under the common control of the company concerned;

“**Ancillary Services**” means all ancillary services including call management services, for example call waiting or call forwarding, applied to the telephone line and including equipment owned by you;

“**Broadband Service**” means the service which may be provided through specific electronic equipment, and device(s), and that enables connection to the Internet over the Network.

“**Charges**” means all charges payable by you to us to avail of the Service(s); the current Charge(s) are detailed in the Imagine [Product & Pricing](#) Guide(s);

“Customer” or **“you”** means the person who has entered into this Agreement with us to use the Service(s);

“Customer Authorisation Form” means a form to be completed by you to take up the Service(s);

“Customer Address” means the residential or business premises location in the Republic of Ireland where the Service(s) are provided;

“ComReg” or **“Commission for Communications Regulation”** means the national regulatory authority for the telecommunications market in Ireland;

“Connected Services” means services that are not provided by Imagine and do not form part of the Service(s) but which may use the phone line or broadband, for example alarm monitoring; remote monitoring; medical monitoring; telemetry of any kind; Content and Content services; TV services and other third party internet based services;

“Content” means data, information, video, graphics, sound, music, pictures, text, code, scripts, photographs, software and any other material (in whatever form) which may be accessible by use of the Service(s);

“Data Protection Regulations” means the Data Protection Acts 1988 to 2018 and the General Data Protection Regulation (Regulation (EU) 2016/679), as amended from time to time;

“Equipment” means the equipment that is supplied by Imagine to you when you subscribe to the Service(s) that enables you to connect to the Network and access the Service(s) and includes any other fittings, accessories and modifications thereto by us from time to time;

“Internet” means the global public network based on a common communication protocol which supports communication through the world wide web;

“Minimum Term” means the agreed contract duration as defined by your package for the supply of the Services and up to 24 months;

“Network” means the telecommunications system owned and operated by Imagine in accordance with its authorisation and the regulations set out by ComReg and any other amending or additional regulations or legislation or Codes of Practice (that are binding upon Imagine);

“Order” means an order made by you to us for the provision of the Service(s) and includes, where necessary, a Customer Authorisation Form and, where completed, a Direct Debit Mandate and such order may be made by the Customer in writing, on-line or via a recording of the call serving as a
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record of the customers consent. Acceptance of such order shall be at the sole discretion of Imagine; **"Phone Service"** means the routing of calls and telephone services through an IP-based telecommunications network accessed by you using approved electronic equipment and/or device(s);

"Privacy Policy" means Imagine's privacy policy which is available online at <https://www.imagine.ie/privacy-policy/>

"Start Date" means the date on which Imagine provides Service(s) to you or the date on which you use any part of the Service(s) as determined by Imagine, whichever is the earlier;

"Services" means the telecommunications service provided by Imagine including voice, broadband and any other associated services supplied by us to you and in accordance with the Imagine [Product & Pricing](#) Guide(s) and [Acceptable Use Policy](#);

The headings set out in this Agreement are for convenience only and shall not affect its interpretation.

1. Commencement of the service and minimum term

1.1 This Agreement shall commence on the Start Date and shall be for the Minimum Term after which the Service(s) will continue to be provided by Imagine on the terms of this Agreement unless terminated in accordance with its provisions.

1.2 On entering into the Agreement, you have confirmed to us that you are aged 18 years or over and have the authority to act on behalf of your household or business.

1.3 At any time within a period of fourteen (14) days from receipt of the Order by Imagine, you are entitled to cancel the Order for any reason whatsoever on prior written notice to Imagine ("the Cooling Off Period"). You are liable for any usage charges incurred prior to this cancellation of the Service(s). No other cancellation charges shall apply in respect of cancellation during the Cooling Off Period.

1.4 Before the Minimum Term is automatically continued, we will inform you at least one month before the continuation

date of the end of the Minimum Term and of the means by which you may terminate this Agreement. In addition, and at the same time, we will give you the best tariff advice relating to your services. You will receive best tariff advice thereafter at least on an annual basis.

2. Service

2.1 For technical, operational and commercial reasons Imagine shall be entitled to vary, suspend or discontinue the Service(s) and any aspect thereof at any time.

2.2 On acceptance of a valid Order from you Imagine will provide the Service(s) to you with all commercially reasonable skill, care and diligence subject to the payment of the Charges as set out at Clause 9 and the terms of this Agreement.

2.3 Imagine will use commercially reasonable endeavours to provide the Service(s) by any date we indicate to you for that purpose, but all dates are estimates only and Imagine will have no liability for any failure to meet any such date(s).

2.4 Imagine does not warrant that the Service(s) will meet your requirements or that the operation of the Services will be uninterrupted, timely, secure or error-free. The quality and availability of the Service(s) is subject to certain limitations, such as the proximity of base stations and other aspects that are outside Imagine's reasonable control including, but not limited to, man-made and / or geographic obstructions.

2.5 Imagine does not warrant that calls will not be dropped; broadband sessions will not be lost; that transmission of data will occur at any particular speed or that any or all traffic can or will be transmitted by the Network. Imagine does not accept responsibility for the security of broadband sessions or voice calls. The Customer conducts any broadband sessions or voice calls at its own risk and is solely responsible for adopting such appropriate security measures against unauthorised access to and interference with the Equipment (or associated software/hardware and data) or voice or data traffic as may be necessary.

2.6 Imagine is not responsible for Connected Services. We give no warranty as to the availability, suitability, quality or the
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continuation of any Connected Services or in relation to suspension; discontinuation; re-commencement or lack of interruption thereof. Your use of Connected Services is at your sole risk, and we will not be responsible or liable for any loss or damage suffered by you arising from the availability or use of such Connected Services with the Service(s).

2.7 Imagine will use commercially reasonable endeavours to provide uninterrupted Service(s) but from time-to-time faults or outages may occur whether on the Network or otherwise and Imagine does not accept any liability for any direct or indirect loss, damage or claims which may arise as a result of such an interruption or faults.

3. Customer Care

3.1 Imagines' customer care number is 1800 938 100 and our address is Sandyford Business Centre, Blackthorn Road, Sandyford, Dublin 18. You can contact us by phone, by post or emailing us on support@imagine.ie with regard to your account or your Service(s). Calls to and from our Customer Support Centre may be recorded or monitored for training and other purposes.

3.2 Imagine's Code of Practice which sets out our complaints and dispute resolution procedure is available online at <https://www.imagine.ie/code-of-practice/> or upon written request.

4. Provision and Installation of the Services

4.1 On Order acceptance by Imagine we will provide you with the use of Equipment for the duration of this Agreement to facilitate connection to the Service(s). You must take all reasonable care in the use and storage of the Equipment and at your own risk, cost and expense protect the Equipment from loss and damage. Title to the Equipment will at all times remain with Imagine and you will be liable for any damage caused to or loss of the Equipment from the date of delivery to you.

4.2 The Equipment may only be used by you to connect to the Network.

4.3 Imagine will use commercially reasonable endeavours to deliver the Equipment to the Customer Address by the date

we indicate to you. This is normally within ten (10) working days from the date we accept your order, but all dates are estimates and Imagine shall have no liability for any failure to meet any such date. You must inspect the Equipment immediately upon receipt and inform us in writing within five (5) working days of delivery of any damage or missing items from the delivery.

4.4 If you fail to take delivery of the Equipment (or fail to give us appropriate delivery instructions) then without prejudice to any other rights or remedies available to us, we may store the Equipment until actual delivery and charge you for the reasonable costs of same, including re-delivery as a result of a failed delivery.

4.5 If Equipment supplied to you is faulty you must return the faulty Equipment (in its original packaging and with any associated equipment and documentation) to Imagine within twenty-eight (28) days of receipt of the Equipment. We will (at our sole discretion) either repair the Equipment or supply you with replacement Equipment. If you fail to return the faulty Equipment to us within twenty-eight (28) days, we reserve the right to charge you an Unrecoverable Equipment Charge as specified in the Product & Pricing Guide.

4.6 Where you elect to install the Equipment, you must ensure when installing it that any Equipment connected to or used with the Service(s) is connected and used in accordance with all applicable instructions, safety and security procedures as set out by Imagine from time to time. Prior to installing the Equipment, you should read the installation instructions carefully and back up or save any data on your personal computer or other device. Imagine does not accept responsibility for any failure by you to follow such procedures or failure by you to follow correct procedures in relation to your own equipment and/or its compatibility with the Equipment or the Service(s).

4.7 The following terms apply where Imagine or its agents or Authorised Installers install the Equipment on your behalf:

4.7.1 You will at your own cost ensure that the premises is suitable for the installation, use and accommodation of the Equipment. If you are not the owner of the premises on which the Equipment will be installed, it is your responsibility

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prior to the installation of the Equipment, to ensure you have received all requisite consents and authorisations from the owner of the premises to install the Equipment at the premises. We assume no liability whatsoever arising from your failure to procure such consent. You acknowledge and agree that you shall fully and effectively indemnify and keep Imagine indemnified for any costs incurred as a result of your breach of your obligations in this Clause.

4.7.2 In order to facilitate installation of the Equipment, you shall grant access to Imagine or an Authorised Installer to the premises to allow for installation (and subsequently for the repair and maintenance) of the Equipment. Should you fail to grant access to the premises, you shall be responsible for all reasonable costs associated with the labour time lost and we shall not be responsible for non-provision of the Service(s) as a consequence.

4.7.3 In the event the premises are not suitable for installation using only standard Equipment, it may be necessary to install additional Equipment to enable you to avail of the Service(s). Any costs associated with the additional Equipment shall be borne by you in addition to the Charges.

4.8 If you decide to switch from Imagine to another service provider, we will provide you with adequate information before and during the switching process and ensure continuity of service, unless not technically feasible. You warrant and represent that you are the account holder, principal user or authorised representative to authorize the switching of the services.

4.9 If you decide to switch from Imagine to another service provider or port your landline number from Imagine to another service provider, where there is a failure of the porting process we will, where we reasonably can, reactivate your number and related services until the porting is successful. We will also take all reasonable steps to continue to provide services to you on the same terms and conditions until the services of the receiving provider are activated. This Agreement will be terminated automatically upon conclusion of the switching/porting process and any outstanding Charges or termination charges outstanding on your account shall be immediately payable.

4.10 If you decide to switch from another service provider to Imagine Terms & Conditions – Effective from 4th

Imagine Imagine shall take the lead and manage the switch request on your behalf, if requested to do so. You will continue to be liable for any contractual obligations including all and any outstanding charges or termination charges owed by you to your previous service provider. You remain responsible for these charges and Imagine will have no liability howsoever arising in respect of such charges.

5. Your Obligations and Use of the Service

5.1 You undertake not to use the Service(s) or the Equipment:

5.1.1 for any improper, immoral or unlawful purpose, nor cause any nuisance by the use of the Service(s), nor allow others to use the Service(s) for any of the foregoing purposes in a way that may cause degradation of service levels to other customers as determined by Imagine or put the Network at risk; or for the transmission of any material which is, may be or is intended to be harmful to minors, a hoax or is of a defamatory, offensive, abusive, obscene or menacing nature; or

5.1.2 for the infringement of intellectual property rights or trade secrets of another party or for the processing of automated personal data as defined in the current Data Protection Regulations as amended; or

5.1.3 to engage in activities which, in the sole opinion of Imagine acting reasonably, cause or are liable to cause disruption or denial of service to any third-party internet or online user; or

5.1.4 to run programs or servers that provide network services to others through the Services which includes, but is not limited to, operating a web/mail/ftp server to serve external connections;

5.2 You hereby agree to avail of the Service(s) subject to the provisions of any telecommunications scheme directed by ComReg or any other regulatory body and in force for the time being and the provisions of any legislation applicable hereto.

5.3 You shall ensure that all persons having access to the

Service(s) or the Equipment comply with the terms and conditions herein stated.

5.4 The Service(s) are provided solely for your own use and you shall not resell the Service(s) (or any part of the Service(s)) to any third party.

5.5 Where software is provided to enable you to use the Service(s), Imagine grants you a non-exclusive, non-transferable licence solely for the duration of this Agreement to use the software for that purpose and you undertake to comply with and be bound by all conditions of the licence under which the software is supplied.

5.6 You shall comply and are bound by all conditions of any licence under which the software, Equipment or the Service(s) is provided.

5.7 You shall comply with all reasonable instructions given to you by us in relation to the use of the Service(s).

5.8 You shall inform Imagine in writing of any change of your name, address, email address and/or telephone number and/or Customer Address. We may charge you any reasonable costs we incur as a result of such change(s).

5.9 You shall indemnify and hold us harmless against all liabilities, claims, damages, losses, expenses and proceedings howsoever arising from or in any way connected with the installation or use of the Service(s) or the Equipment.

5.10 Imagine may at its absolute discretion take any action it deems reasonably necessary up to and including withdrawal of the Service(s) from any Customer whose use of the Service(s) either risks degradation of service levels to other customers, puts the Network at risk or where the usage of the Service(s) is inconsistent with normal residential or small business usage or, in the sole opinion of Imagine, is for purposes that are not reasonably used or envisaged for usage by residential or small business Customers.

6. Phone Service

6.1 We will provide you with a new telephone number as part of the Phone Service unless you have chosen to keep your

existing telephone number.

6.2 If you would like to keep your existing telephone number you can move your number to the Network by porting your number from your current service provider in accordance with ComReg regulations ("Number Porting"). Once the porting process commences it may not be possible to discontinue it. The porting process usually takes one working day to complete after your Service(s) is installed.

6.2.1 Your request to port your number shall be as instructed by you on your completed Order. Your request to port your number serves as formal notice on your current service provider of termination of your contract for all telephony services with them. If you cancel your telephone number directly with your existing service provider, then you may lose that number and Imagine shall not be responsible for this.

6.2.2 When you port your number to Imagine any Ancillary Services including but not limited to services such as call waiting, call barring, voicemail, voicemail messages, data or facsimile services on your line will not be transferred to the Phone Service. We do provide certain call features with the Phone Service as set out in the Imagine Product & Pricing Guide(s) and any such additional features are available subject to successful application to us and payment of any associated charge.

6.2.3 During the porting process there may be a period of outage of your existing telephone service, which should not exceed one working day in accordance with ComReg regulations ("Number Porting"). If there is an outage of your existing telephone service, Connected Services and any related or Ancillary Services Imagine will not be liable or responsible for any damage, loss, costs or expenses or other liability in contract, tort or otherwise direct or indirect incurred as a result thereof.

6.2.4 Upon termination of this Agreement, for whatever reason, we will port your number to your new service provider provided a valid porting request is received from your new service provider and they are able to accept the number from Imagine.

6.3 We do not provide a telephone directory service.

6.3.1 If you request, we will make your name, address and telephone number (as stated on your Order) available to the National Directory Database for the purpose of inclusion in telephone directories and a public directory enquires service. However, it is not the responsibility of Imagine to maintain these databases.

6.3.2 You must notify us, in writing, of the way in which your name, address, and telephone number is to be made available by the National Directory Database or if you wish to opt out of receiving telemarketing calls and if this is your wish then we will disclose such information only to the extent that we are legally required to do so or if we receive a request from ComReg or another regulatory authority.

6.3.4 We do not accept any liability whatsoever for a failure by the licensed operator responsible for the National Directory Database service to whom we provide such information to comply with any listing request that you make to us or to that licensed operator.

6.4 You may access the emergency services with the phone service free of charge. If there is an internet or electricity failure or network interruption for any reason, it will prevent all voice services such as the phone service and other data transmission and receiving systems from dialling the emergency services and any other connected services including but not limited to alarm systems or medical monitoring systems. Customers should have an alternative means of accessing the emergency or connected services in such instances including, for example, having a charged mobile phone available.

6.5 network congestion or variations in the speed of the network can result in impairment or delay in routing calls to emergency services or connected services. It is your responsibility to inform any household residents, guests and other third persons who may be present at the physical location where you utilise the service(s) of the important differences of the phone service compared with traditional fixed line phone services.

6.6 it may not be possible to determine accurately the exact geographic location of a caller from the phone system as it is nomadic and can be used in various locations. The emergency services (999 or 112 or other such numbers) or the operator may be unable to determine your physical location or address information. You should give them this information as soon as the call is connected as otherwise the emergency services may not be able to respond properly.

6.7 Imagine does not have any control over and accepts no responsibility of any nature or to any extent for the manner in which calls using our Phone Service are answered or addressed by the emergency services or Connected Services provider or whether they respond at all. You shall defend, indemnify, and hold Imagine and its Affiliates and agents and Authorised Installers and any other service provider who furnishes services to you in connection with the Service(s) harmless, from any and all claims, losses, damages, fines, penalties, costs and expenses (including, without limitation, legal costs) by, or on behalf of, you or any third party relating to the absence, failure, interruption or outage of the Service(s) including the inability of any user of the Service(s) to be able to access emergency services or Connected Services.

6.8 Imagine will use its commercially reasonable endeavours to protect the security of your calls however the security of your calls is not guaranteed, and we accept no liability with respect to call confidentiality.

6.9 If we identify unusual call patterns, suspicious payment patterns or any usage that indicate that the Service(s) is not being used in a manner consistent with normal residential or small business usage or if we suspect a fraud is being committed we may restrict your ability to make calls including but not limited to premium rate, mobile and international calls or permanently or temporarily suspend or terminate the Service(s). We will make reasonable efforts to contact you before suspension or termination of the Service(s). Imagine will not be liable for any damage, loss, cost or expenses as a result of such suspension or termination. You are liable for all usage of the Service(s). Further information on digital telephony telephone services can be found on the Commissioner for Communications Regulation (ComReg) website at <https://www.comreg.ie/> (in particular see Imagine Terms & Conditions – Effective from 4th

7. Call Packs

The following additional terms and conditions apply to Imagine Call Packs. Details of these packages are also set out in the Imagine Product and Price Guide:

7.1 The Phone Service may come with a Call Pack which allows you to make certain calls from your Phone Service to any local and national fixed line number in Ireland including Northern Ireland (accessed using the (048) prefix) without incurring a call charge.

7.2 Such calls are up to 60 minutes per call after which per minute standard rates apply as set out in the Imagine [Product & Pricing](#) Guide. To avoid being charged the per minute rates you should hang up and redial after 59 minutes. There is no call set-up charge for calls made within Call Packs.

7.3 The Call Pack may not include calls made to mobile numbers, international numbers, non-geographic numbers, satellite numbers, Internet subscription-based services and other numbers or services. All such calls and services will be charged at Imagine standard call rates as set out in the Imagine [Product & Pricing](#) Guide.

7.4 The Call Pack can be applied to one phone line on your account. Any calls made on additional line(s) will be charged at the standard rates as set out in the Imagine [Product & Pricing](#) Guide(s).

7.5 Details regarding the Call Pack including information on the call types, rates of charge and applicable times can be found in the Imagine [Product & Pricing](#) Guide.

7.6 A fair use policy applies to all call packs which are intended for normal residential or small business use. If you make excessive use of your call pack your service may be restricted or you may be asked to subscribe to an alternative service package. Imagine at its sole discretion will define from time to time what constitutes excessive use of the Service(s). Once customers exceed this limit additional calls will be charged at the standard rates as set out in the Imagine [Product & Pricing](#) Guide. Imagine reserves the right to cancel or change the Call Pack facility at any time.

8. Broadband Service

With the exception of abnormal circumstances outside the control of Imagine, the Broadband Service will be provided on the following basis.

8.1 The Broadband Service may be available in a number of different packages. The details of each package, including download speed, data usage allowances and the Fair Usage Policy (defined within the Imagine Acceptable Use Policy) are set out in the Imagine Product & Pricing Guide(s) (the "Broadband Package(s)").

8.2 The Imagine broadband network uses the latest advanced wireless technologies to connect premises to the nearest point on our network to quickly deliver reliable high-speed broadband services as an alternative to fixed line broadband networks.

8.3 The service is dependent on a number of factors including the individual location of customers. Imagine will provide you with the available maximum download and upload internet access speed at your location at the time of installation ("**Maximum Speed**"). The Maximum Speed is your maximum speed achieved at time of installation which we undertake to attempt speeds experienced across the network will vary and may be higher. Imagines does not advertise specific data speeds, referring instead to "up to" as the speeds vary by technology and location. For example, for the product advertised as speeds 'Up to 150Mbps', the network deployed is capable of achieving speeds of up to 280Mbps, but 150Mbps is the maximum to deliver to your premises. However, as we continue to optimise the network exact download speed we will commit to attempt to deliver on a single connection.

8.4 The maximum download and upload access speed of your broadband service is different to the broadband throughput speed you experience when you use the internet from your device(s). Broadband throughput speed can be dependent on many factors. Speeds achievable and service quality are strictly subject to your device(s) and service capabilities. Best speeds will always be achieved by connecting your device via a direct cable connection to the

modem. Speeds over wireless connections will vary based on the quality of your Wi-Fi signal, distance from and placement of the router, the amount of users connected, the number of devices connected at the same time, the capability of those devices and speed they run at, the number and usage of other users accessing your connection over Wi-Fi, the level of use on the network and the capacity of the sites, services and the content you are accessing. Your Wi-Fi may also be affected by other electrical devices that may be using the wireless channel e.g. cordless phones, microwaves or baby monitors. Keeping up to date with software, firmware and antivirus updates may also ensure your device(s) will be able to achieve optimum speeds.

8.5 The normally available speed that you could expect to receive most of the time when accessing your broadband service is c. 80% of your Maximum Speed achieved at point of installation. While average speeds are significantly higher the contracted minimum download speed is 2Mbps and the minimum upload speed available is 1Mbps.

8.6 If you experience any continuous or regularly recurring discrepancy between the actual performance of the Broadband Service and the speeds set out you should contact us, and we will endeavour to diagnose and resolve your issue. Where your account has had several or reoccurring unresolved issues in relation to your service and it is not possible to remedy the issue and where the relevant facts in relation to the actual performance of the Broadband Service are established by a monitoring mechanism certified by ComReg or to Imagine's satisfaction, then you have the right to withdraw from this Agreement without penalty. You may also choose to exercise your rights under common law such as seeking rescission of the contract or under consumer law, such as the Sales of Goods and Supply of Services Act, 1980 (as amended) in accordance with your rights under Irish law. For the purposes of this clause, "continuous or regularly recurring" means that the customer has raised the matter with Imagine in accordance with Imagine's customer care policy and Code of Practice and Imagine has been given the opportunity to remedy the situation.

9. Payment

9.1 The Charges in respect of the Service(s) are set out in the Imagine [Product & Pricing](#) Guide(s). As part of the Charges for the provision of the Service(s) 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.

The current Imagine [Product & Pricing](#) Guide(s) is available online at <https://www.imagine.ie/product-and-pricing/>. We reserve the right to alter such Charges and will notify you of such a change by notice, in writing, thirty (30) days in advance of the implementation date of any such change. All quoted rates shall be inclusive of Value Added Tax ("VAT") unless stated otherwise.

9.2 In order to avail of the Service(s) you agree to pay by monthly Direct Debit, debit or credit card only. You shall pay all sums due to us in full within seven (7) days of the date of the bill. You agree that you are liable for any Charges incurred on your account irrespective of whether those Charges were incurred by you or anybody else with or without your consent. Imagine reserves the right to charge you an additional administrative fee for any unpaid Direct Debits, debit or credit card payments. Imagine also reserves the right to charge administration fees in relation to cessation, connection and reconnection of the Service(s). Charges are set out in the Imagine [Product & Pricing](#) Guide.

9.2.1 Should a payment due by you fail for any reason, Imagine shall apply an administration charge for each and every event of failure or as may be set out from time to time in the Imagine [Product & Pricing](#) Guide.

9.2.2 Should your Service(s) be disconnected by Imagine following continued payment failures or non-payment, a reconnection charge will be levied and must be paid by you in each instance prior to reconnection by Imagine as Imagine Terms & Conditions – Effective from 4th

may be set out from time to time in the Imagine [Product & Pricing](#) Guide.

9.2.3 A once off connection charge applies to the Service(s) as may be set out from time to time in the Imagine [Product & Pricing](#) Guide).

9.3 You will be charged monthly in advance for all Service(s) that have a fixed monthly charge. Any other usage of the Service(s) shall be charged monthly in arrears or otherwise as deemed appropriate by Imagine from time to time for usage of the Service(s). We may alter your billing date or billing frequency. As some usage of the Service(s) takes longer to bill you may be billed for Charges incurred in a prior billing period.

9.3.1 The first payment shall be due by you pro-rated to and corresponding with the period for which the Service(s) has been activated and consequently the first Charge may be for a partial period in arrears in addition to the regular Charge period in advance.

9.3.2 You will be issued a summary itemised bill by email or by paper bill if you request it. An additional charge may be levied by us for production of paper bills.

9.4 Imagine may from time to time require a deposit or advance payment in respect of any sum of money, fee, Charge, subscription or expense payable or to be payable by you for the Service(s).

9.5 Should you disagree with any Charges shown on your bill you must write or phone us before the date that payment is due highlighting the Charges that you are querying and, unless otherwise agreed in writing by us, all Charges will remain due in full at the payment date. If the Charges that you have highlighted are incorrect then we will apply a credit to your account in respect of any incorrect Charges. If following the application of a credit an amount remains outstanding, we will advise you of the amount and the new payment date. Unless a credit is issued the full amount remains due. Please refer to the Code of Practice on dispute resolution online at <https://www.imagine.ie/code-of-practice/>

9.5.1 All Charges for the provision of the Service(s) will be calculated by reference to the data recorded or logged by Imagine. The determination of Imagine in respect thereof is final.

10. Termination

10.1 Subject to the provisions of clauses 10.2 and 10.3 or as otherwise provided for in this Agreement this Agreement may be terminated by either party on thirty (30) days prior written notice to the other. You agree that we may contact you with best tariff advice during this required thirty (30) day notice period even if this contract has been terminated.

10.2 If the Customer terminates this Agreement or the Service(s) or any of them, during the Minimum Term, including in circumstances where the customer is changing address, Imagine may, without prejudice to its rights to treat the termination as a breach or repudiation of this Agreement, agree to accept such termination provided that the Equipment is returned in good order and that thirty (30) days prior written notice has been received of such termination and the Customer agrees to pay to Imagine all outstanding charges accrued in full together with the early termination Charge for early termination of the Service(s) as set out in the Imagine [Product & Pricing Guide](#).

10.3 Imagine shall have the right to terminate or suspend the Agreement immediately for any reason, including, but not limited to:

10.3.1 non-payment of Charges in accordance with Clause 9 above; or

10.3.2 breach by the Customer of the terms of this Agreement; or

10.3.3 if any information supplied by the Customer to Imagine is false or misleading; or if we are obliged to comply with an order, instruction or request of Government, ComReg, emergency service organisation or other competent authority; or

10.3.4 you are suspected of involvement with fraud or acts

which are of defamatory, harmful to minors, offensive, abusive, obscene, menacing, unsuitable or of unlawful character in connection with use of the Service(s);

10.3.5 you are in breach of the [Acceptable Use Policy](#).

10.4 While the Service(s) are suspended or terminated you will be unable to make calls or access the internet. You will still be liable to pay all Charges due and any other reasonable costs and expenses which Imagine may incur as a result of such suspension or termination and any subsequent reconnection of Service(s). Please refer to the Code of Practice on dispute resolution.

10.5 The termination of the Agreement or default of the Customer hereunder shall not affect any obligations of the Customer under the Agreement. Without prejudice to the generality of the foregoing, on suspension of the Service(s) or termination of the Agreement, all Charges incurred by you together with all Charges arising from such suspension or termination shall become immediately due and payable.

10.6 Where you have the right to terminate the Agreement before the end of the agreed Minimum Term for any reason under the European Union (Electronic Communications Code) Regulations 2022 or other provisions of European Union or Irish law, no compensation may be due by you to Imagine other than payment for any outstanding retained subsidised terminal equipment supplied by Imagine.

11. Liability

11.1 Nothing in this Agreement limits or excludes any liability we may have for (a) death or personal injury as a result of our negligence or that of our agents, employees or sub-contractors, (b) fraud or fraudulent misrepresentation or (c) any other matter for which it is not permissible at law to exclude.

11.2 You are solely responsible for preventing unauthorised access to and use of the Service(s) and Imagine shall have no liability in this regard.

11.3 We shall not be liable for any loss or damage of any kind caused by the failure of the Service(s) or Equipment howsoever arising or due to the incompatibility with equipment supplied or used by you with the Service(s) or the Equipment. The Customer shall indemnify Imagine against all claims made against Imagine or its sub-contractors or agents, for loss, damage or injury to any person or property occasioned by or arising from the use or installation of the Service or the presence of Equipment.

11.4 We shall not be liable to you or any third party in contract, tort or otherwise (including any liability for negligence or breach of duty) for any financial loss whatsoever or for any indirect or consequential loss or Anticipated Savings howsoever arising in relation to the use of the Service(s) or the Equipment or any failure or error or default by us in the provision thereof, or otherwise in connection with this Agreement. "Anticipated Savings" means any expense, which the Customer expects to avoid incurring or to incur in a lesser amount than would otherwise have been the case by reason of using the Service. Your statutory rights are not affected.

11.5 We have no liability under this Agreement for the acts and omissions of other telecommunication operators or Content providers. The Customer acknowledges that it accesses the Internet at its own risk and that Imagine has no responsibility for any goods, services, information, software or other materials accessed by the Customer whilst using the Services.

11.6 We are not liable for claims arising out of a breach in the security or privacy of messages or calls transmitted using the Service(s).

11.7 Equipment Warranty: Imagine warrants to you that the Equipment will be substantially free from material defects under normal use (as determined by Imagine) for a period of six (6) months from the date you receive the Equipment ("Limited Warranty"). This Limited Warranty excludes any

defects resulting from abuse, misuse, neglect, theft, vandalism, fire, unusual physical or electrical stress, water, your failure to comply with Imagine's policies or other instructions issued by Imagine, alteration or additions to the Equipment not approved in writing by Imagine, or any other cause beyond the commercially reasonable control of Imagine. Repair or replacement, in Imagine's sole discretion, of the Equipment is Imagine's only responsibility and your exclusive remedy for breach of any warranty regarding the Equipment or the installation thereof. This Limited Warranty is personal to you and may not be assigned. Subject to the maximum period, the Limited Warranty for the Equipment shall terminate upon expiration or termination or expiry of this Agreement.

11.8 This Clause 11 shall continue to apply notwithstanding termination of this Agreement.

12. Maintenance

12.1 You agree that from time to time it may be necessary for Imagine to temporarily suspend the Service(s) during periods of repair, essential maintenance or alteration or improvement to the Network or otherwise in accordance with law. Where reasonably practicable Imagine will give the Customer notice prior to such suspension of the Service(s) and Imagine shall restore the Service(s) as soon as reasonably possible after such suspension. Imagine shall endeavour to carry out such work outside normal usage hours. No liability will be accepted by Imagine for any loss or damage arising as a result of an interruption in the Service(s) during such maintenance or repair time.

12.2 You agree to notify us as soon as possible after a defect, fault or impairment in the operation of the Service(s) is detected by you and Imagine shall use its commercially reasonable endeavours to attend to the fault as soon as reasonably practicable as determined by Imagine. We will do so during normal business hours at the Customer Address or at whichever location Imagine considers the reported fault to be located.

12.3 Imagine reserves the right to charge you additional fees for maintenance or repair where you prevent us from carrying out our maintenance or where the fault or defect resulted from any cause whatsoever which is beyond the commercially

reasonable control of Imagine, its employees and agents, or if in the sole opinion of Imagine it arises from the wilful neglect or default of you or of any of your suppliers or agents or from your failure to comply with the provisions of this Agreement, or from a fault or other damage to the Equipment caused by you.

13. Use of Your Information

13.1 In accordance with the applicable data protection legislation, any of your personal information or data obtained by Imagine through an application for or the use of the Service(s) may be accessed and used by Imagine or its Affiliates to provide to you and manage for you the Service(s), for legitimate business purposes or to comply with a legal or regulatory obligation in accordance with this Agreement and as set out in the [Privacy Policy](#).

13.2 We use the information we collect for the purposes as set out in the Privacy Policy including to provide the products and services you request, to manage our relationship with you as our customer and administer your account for service delivery, provisioning, customer services enquires, technical support, billing, payment processing, to manage collections and to record instructions you give us and keep you updated on any changes to your service as well as to record our communications with you including emails and phone conversations. We also use your information to administer your account and for verification, training and quality assurance, to route and manage traffic and usage across our network, to ensure our network is secure and detect and prevent fraud or carry out network troubleshooting, to meet our legal or regulatory obligations, to protect or enforce our rights or those of a third party, to protect someone's vital interests, to apply your requested National Directories Database preference, to improve our products and services and offer new features, and to conduct analyses of the performance of our services, network or customer services through anonymised or aggregated information which doesn't identify you.

13.3 We share your information with trusted third parties for a number of reasons as set out in our [Privacy Policy](#) including with other Affiliates, third party suppliers who work on our behalf to provide and manage our services, to detect, prevent or otherwise address fraud, security or technical

issues, to carry out credit checks or debt collection processes, if you fail to meet your contractual obligations with us, to protect or enforce our rights or those of a third party, to deal with complaints, queries and protect our legal rights, to protect someone's vital interests, if there was a merger or change of ownership of Imagine, if a third party who is processing your data on our behalf is required to disclose it by law and if required to comply with a law, regulation or legal request. If we need to transfer your data outside the EEA when we require a third party to work on our behalf for the performance and delivery of a product or service, we require any such service providers to process your information in a secure manner and in accordance with Irish and EU law on data protection.

13.4 We will only use your information with your consent for marketing purposes or when you accept the use of cookies on our sites or applications. You can manage your contact preferences and decide how you would like us to keep you updated about our products, services and exclusive promotions via post, telephone, text or email at any time via your My Imagine customer portal using the contact preferences link at the bottom of our website or just click unsubscribe at the bottom of any email or text message we may send you. We only send you information that's relevant to our services. We will always send you communications about your Account, Billing or important Service updates to provide you with your service and manage your account with us.

13.5 Your personal information or data will not be retained for longer than required for the purposes of its processing, subject to any limitation periods imposed by law.

13.6 You have rights in relation to the personal information that we hold about you, as defined by data protection legislation and as set out in our Privacy Policy. As we use your information to provide you with your services and for the performance of our contract with you, if you object to processing information or make requests for restriction or erasure of your data these may affect our ability to provide you with the service requested. You can exercise any of your rights by contacting our Data Protection Officer at dataprotection@imagine.ie

13.7 Further information on how Imagine obtains, holds and
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uses such Customer information or data is available online in our [Privacy Policy](#) which forms part of this Agreement.

13.8 By entering this Agreement, you acknowledge that your personal information or data will be used to provide and manage the Service(s), for legitimate business purposes or to comply with a legal or regulatory obligation in accordance with this Agreement and as set out in the Privacy Policy.

14. Miscellaneous

14.1 The Order, these Terms and Conditions and the [Acceptable Use Policy](#) together with the current Imagine [Product & Pricing](#) Guide(s) (as amended from time to time) constitutes the entire agreement ("the Agreement") between the parties in relation to the Service(s) and shall supersede any previous agreement(s) that may have been executed by you for the provision of the Service(s) at any time. In the event of a conflict between these Terms and Conditions and any of the other documents referred to then these Terms and Conditions shall prevail.

14.2 The parties agree that the fact that this Agreement may be stored or exchanged or displayed or notified in electronic form shall not affect its validity.

14.3 Imagine reserves the right to change any terms of this Agreement, the Service(s) or any part thereof, the Acceptable Use Policy and Imagine [Product & Pricing](#) Guide(s) upon one (1) months written notice to you. You have the right to withdraw from this Agreement without penalty if you do not accept the changes. The right to terminate this Agreement shall be exercisable within one month after notification. The continued use of the service after the effective date of the change shall be deemed acceptance of the change. The changed Terms and Conditions shall then become applicable to you. You will not be able to end the agreement if such change (i) is exclusively to the benefit of you, is of a purely administrative nature and has no negative effect on you or is directly imposed by European Union or Irish law. In such circumstances you will not be able to end this Agreement.

14.4 If any of the provisions of this Agreement are held to be unenforceable, illegal or void in whole or in part the Imagine Terms & Conditions – Effective from 4th

remaining portions of the Agreement shall remain in full force and effect.

14.5 Imagine will send all relevant notices either to your billing address and/or by email and/or by SMS text message to your mobile phone as provided by you on your completed Order and this shall be accepted as proper notification. All correspondence from Imagine shall be deemed served 48 hours after posting or immediately on emailing or on earlier proof of delivery. Imagine's address for service of any notice here under shall be Sandyford Business Centre, Blackthorn Road, Sandyford, Dublin 18 or such other address as we may specify.

14.6 Assignment: You may not assign this Agreement in whole or in part without the prior written consent of Imagine. Imagine may assign this Agreement to an Affiliate or third party at any time.

14.7 No Waiver: Failure by either party to exercise or enforce any right conferred by this Agreement shall not be deemed to be a waiver of any such right and does not operate so as to bar the exercise or enforcement thereof of any such right or any other right on any later occasion. Any deficiency in the Customer's authority to avail of the Service(s) or to use the Equipment shall not preclude reliance by Imagine on any of its rights under this Agreement.

14.8 Force Majeure: In the event of Force Majeure, Imagine shall not be held in breach of its obligations here under nor be liable to the Customer or any other party for any loss or damage which may be suffered by the other party due to any cause including, without limitation, any act of God, failure, interruption of power supplies, flood, drought, lightning or fire, strike, lockout, trade dispute or labour disturbance, acts or omissions of Government, highway authorities or other circumstances beyond the commercially reasonable control of Imagine that prevents it from providing the Service(s).

14.9 Use of the Service(s) or any part of them also constitutes acceptance of these Terms and Conditions.

14.10 This Agreement shall be governed by and construed in accordance with Irish law and the parties hereby submit to

the exclusive jurisdiction of the Irish Courts.