



Imagine Whole Home Wi-Fi Booster Full Terms & Conditions

2nd November 2023

These supplementary terms and conditions (T&C's) form part your agreement with Imagine Broadband for a Whole Home Wi-Fi Booster subscription plan. By choosing to purchase a Whole Home Wi-Fi Booster subscription plan you accept these supplementary Terms and Conditions. These supplementary Terms and Conditions apply in addition to the general Terms and conditions for Broadband.

1. Imagine Whole Home Wifi Booster:

a. Is a WiFi system that uses mesh WiFi technology (currently Tenda nova MW6 devices or similar). The unit is powered with true Mesh technology, and a set of three units typically cover homes up to 6,000 sq.ft with strong Wi-Fi signals. Smart Auto-path Selection Technology aims to ensure a robust wireless network and maximize a faster home internet.

b. Whole Home Wi-Fi Booster is a self- install add-on to your broadband service and consists of three pre-paired units that allows you to simply plug in and play. Ideal for customers with thick internal walls, larger homes with multiple stories or busy homes with multiple people using the internet for high-bandwidth activities such as gaming, streaming, or video calls.

GENERAL TERMS AND CONDITIONS

1. How much is it?

The Whole Home Wi-Fi Booster consists of a set of three units that typically covers homes up to 6,000 sq.ft with strong Wi-Fi signals. Delivery of the unit is free of charge. You will be charged €10p/m (incl VAT) for a term of 18 months. This monthly charge will be in addition to the monthly charge for your selected broadband plan.

2. Who can subscribe?

New and existing customers must be at least 18 years old and reside in the Republic of Ireland.

3. When are payments due?

The monthly fee will be automatically included in your standard bill going forward and the monthly fee is to be paid by the preferred payment as specified when signing up with Imagine Broadband. Full payment terms can be found at [Imagine.ie](https://www.imagine.ie)

4. How do the payments work?

Your Whole Home Wi-Fi Booster subscription plan has a fixed cost which will be charged to you through your preferred payment method.

5. Do I have to be an Imagine Broadband Customer to purchase a subscription plan?

If you are not already an Imagine Broadband customer, you will need to sign up for a broadband service plan either on our website (www.imagine.ie), by calling our call centre or by speaking to one of our door-to-door agents.

6. Failed payments

Should a payment due by you fail for any reason, Imagine Broadband shall apply an administration charge for each event of failure as is set out in the Imagine Product & Pricing Guide.

7. Delivery of product

Imagine will use commercially reasonable endeavours to deliver the unit to the Customer Address by the date we indicate to you. This will be delivered once you have been successfully installed with Imagine Broadband. You must inspect the unit immediately upon receipt and inform us in writing within five (5) working days of delivery of any damage or missing items from the delivery.

8. Cooling off period

You (or a person nominated by you) have the right to change your mind and cancel your plan, without giving any reason, within 14 days of the day your Plan being activated (the "Cooling Off Period"). To exercise this right, you must inform us of your decision by making a clear statement during the Cooling Off Period to our Customer Care Team. You must send back, or hand over to us, the unused device that you have received, or that was in transit at the time you notified us, that you were exercising your right to cancel.

9. Equipment Ownership

Equipment supplied by us to you is, at all times during your 18-month contract, the exclusive property of Imagine Broadband. Upon the completion of the 18-month contract, the ownership of your Whole Home Wi-Fi Booster will transfer to you and the warranty will be ended. You are responsible for ensuring that the Equipment is at all times kept safely and properly used.

If you decide to terminate your contract for the Whole Home Wi-Fi Booster subscription before the end of the 18 month term, you will be required to pay an Early Termination Fee equal to the full amount of the monies owed on the remaining period of the contract before your termination can be processed.

10. Terms of use

Imagine Broadband reserves the right to change the subscription Terms and Conditions at any time and at our sole discretion. Should that be the case, we will provide adequate notification to subscribers affected by any such change.

11. Limitations

Whole Home Wi-Fi Booster is powered with Mesh technology and a set of three units typically covers homes up to 6,000 sq.ft with strong Wi-Fi signals. Smart Auto-path Selection Technology aims to ensure a robust wireless network and maximize a faster home internet. The unit offers an affordable way to cover your whole home with Wi-Fi, but coverage can be impacted by external factors beyond Imagine Broadband's control.

12. Warranty

The warranty on the units is provided by mesh kit manufacturer (Tenda or similar) and will last for 18 months. If a product is faulty the you should contact the Imagine Customer Support team. After a period of troubleshooting if the device is considered faulty and not damaged by general wear & tear or negligence, you will be advised to return the unit directly to Imagine Broadband for inspection. This will mean you will have a period without the device in your home. Upon completion of inspection of the faulty unit, if the fault is determined to be covered by warranty a replacement device will be shipped to you at no cost.

13. Use of your Information

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.