



## Tariff Card

Version no: 1.3

(Valid as at 29<sup>th</sup> November 2017)

All prices are inclusive of VAT unless otherwise stated

Broadband	Price Per month	Data Allowance	Contract Length
Go Essential	€35	80gb	18 Months
Go Connect	€45	250gb	18 Months
Go Unlimited	€55	Unlimited*	18 Months

Data Top Up	Single payment	Data Allowance	Contract Length
20gb	€10	20gb	30 days
50gb	€20	50gb	30 days
100gb	€40	100gb	30 days

<b>Additional 1TB of Data per month</b>	€50 Per month	+1TB	Min 6 months commitment
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<b>Standard FTTH pricing is based on 150mbps connection</b>	Additional Premium for 300mbps connection: €15pm	Additional Premium for 1000mbps connection: €25pm	
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Lightnet Phone	Price Per month	Minutes	Contract Length
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Go Freedom	Zero	Zero	18 Months
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Go Plus	€10	300 Landline to Landline minutes to Ireland, UK, Australia, New Zealand, USA* & Canada	18 Months
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Go Excel	€20	1000 Landline to Landline minutes to Ireland, UK, Australia, New Zealand, USA* & Canada	18 Months
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Go Prime	€30	2000 Landline to Landline minutes to Ireland, UK, Australia, New Zealand, USA* & Canada	18 Months
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<b>Phone Call rates</b>	See Call Rates Sheet on website	Phone Call rates	
<b>Additional Lines</b>	€5 per month	For each additional line	
<b>Call Forwarding</b>	€5 per month		
<b>Number Porting</b>	€10 on Freedom package	Free on all other phone packages	
<b>Router Installation fee</b>	None if purchased at point of sale of wireless or Fibre products	If purchased after - €35 install fee for technician site visit required	
<b>Installation fee</b>	€100 – Wireless	Fibre to the cabinet - None	Fibre to the Home - GoEssenital - €200 GoConnect - €100 GoUnlimited – None
<b>Site test Only Fee</b>	€50 payable upfront regardless of pass or fail result.	Non-refundable against future installation	
<b>Connection fee</b>	Wireless - None	Fibre to the cabinet & Fibre to the Home - €65	Free connection fee if customer commits to Go Plus phone package. Applies for Fibre to the cabinet product only.
<b>Wireless Router</b>	Wireless – none provided. Can be purchased from us: Broadband Only: €150 Add GoPlus, GoExcel, GoPrime Phone Package and router is reduced to €100.	Fibre to the cabinet & Fibre to the Home – Provided Free for term of service	
<b>Technician Repair call out charge</b>	Lightnet Fault – No Fee	Customers Fault - €50	Customers request - €50 plus depending on work required
<b>Direct debit failure fee</b>	€10 per failed payment		
<b>Non Standard Payment Fee</b>	€20 per Billing Transaction	A Non Standard Payment is payment by another means other than Direct Debit.	
<b>Cancellation fee</b>	€20 per each month left in the outstanding contract		
<b>Package Upgrade/Downgrade</b>	No fee	All package changes are subject to a 6 month Commitment.	If the contract is within 6 months of the contract end date, this end date will extend to the end of the 6 months.
<b>Equipment Upgrade Fee</b>	Wireless GoEssenital - €100	Fibre – Not applicable	

	GoConnect – None GoUnlimited – None		
<b>Fair Usage Exception</b>	Non Peak (8am to 5pm) €20 per month		
<b>Reconnection fee</b>	€15 (where all equipment is in place and in working order)	€50 – If Technician call out is required and existing equipment can be used	€100 – If Technician call out is required and full install is required
<b>Moving House</b>	€100		
<b>Damaged/non return of Router fee</b>	€100	Router to be returned in working order after the cancellation of contract	
<b>Account Suspension rental fee</b>	€15 <b>Only available to wireless customers</b>	Maximum suspension length 6 months, after which monthly amount reverts to previous package amount	The contract length will be extended for each month the account is suspended
<b>Missed Technician appointment - Fibre</b>	€50	Fibre Appointments can be cancelled up to 1pm two days prior to the appointment day otherwise subject to fee	
<b>Change of mind fee</b>	€50 – Fibre €50 - Wireless	If technician is on site and the customer changes their mind	
<b>Technician Delayed fee</b>	€25 per hour	As outlined in T&C's The Customer will be liable to pay a penalty charge if any delay is caused to the Technician.	
<b>Equipment Collection Fee</b>	€50	Collection of equipment after cessation of services.	This cost does not include the hire of any cherry picker/hoist if required. Customer is liable for the cost of hire of any height equipment required.
<b>VoIP Router</b>	<b>Wireless</b> GoFreedom Phone Package €150 GoPlus, GoExcel, GoPrime Phone Package €100	<b>Fibre – Free</b>	
<b>VoIP Handset</b>	€65 – for both fibre and wireless customers		

\* Unlimited is up to 1tb per month.

All tariff card updates will be published on [www.lightnet.ie](http://www.lightnet.ie)

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