



## SCHEDULE OF CHARGES - RESIDENTIAL BROADBAND

Rates are inclusive of 18% VAT

### ONE-TIME PROVISIONING CHARGES

Distributed DSL splitter (the first one is provided free of charge with the modem)	€ 5.00
Centralised filter	€ 10.00
Permanent change in access number	€ 22.00
Temporary change in access number	€ 23.87

### SUPPORT CHARGE

Internet technician support	€ 30.00
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### RENTAL CHARGES

Fixed IP address	Monthly € 2.32
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### STANDALONE INTERNET SERVICES

#### INTERNET SERVICE<sup>(1)</sup>

Ready (15Mbps/1Mbps)	€ 23.00
Rapid (35Mbps/5Mbps)	€ 40.00
Turbo (70Mbps/10Mbps)	€ 80.00
Fibre Turbo (100Mbps/10Mbps)	€ 80.00
Fibre Sonic (200Mbps/20Mbps)	€ 100.00
Fibre Ultra (500Mbps/20Mbps)	€ 300.00
Plug'n'GO Internet – 400GB (50Mbps/15Mbps)	€ 30.99
Plug'n'GO Internet – 1000GB (50Mbps/15Mbps)	€ 35.99
GO Smart Wi-Fi Starter Package	€ 2.99
GO Smart Wi-Fi additional pod	€ 2.99

#### INTERNET SERVICE 2 YEAR SERVICE AGREEMENT<sup>(1)</sup>

Ready (15Mbps/1Mbps)	€ 20.00
Rapid (35Mbps/5Mbps)	€ 27.00
Turbo (75Mbps/10Mbps)	€ 44.00
Fibre Turbo (100Mbps/10Mbps)	€ 44.00
Fibre Ultra (500Mbps/20Mbps)	€ 240.00
Plug'n'GO Internet – 400GB (50Mbps/15Mbps)	€ 25.99
Plug'n'GO Internet – 1000GB (50Mbps/15Mbps)	€ 30.99

#### LIMITLESS INTERNET SERVICE<sup>(1)</sup> - DISCONTINUED

Internet 5Mbps	€ 15.00
Internet 15Mbps	€ 25.00
Fast Internet 35Mbps	€ 35.00

#### LIMITLESS INTERNET 2 YEAR SERVICE AGREEMENT<sup>(1)</sup> - DISCONTINUED

Internet 5Mbps	€ 12.00
Internet 15Mbps	€ 17.00
Fast Internet 35Mbps	€ 27.00
Superfast Internet 75Mbps	€ 55.00

#### DEPOSITS (ONLY WHERE APPLICABLE)

AlwaysON Modem Speedtouch 546/706	€ 45.00
AlwaysON Modem Speedtouch 585	€ 70.00

#### UPGRADES ADDITIONAL MONTHLY RENTAL CHARGES

##### DUO PACK, INTERNET UPGRADES<sup>(1)</sup>

Rapid with Duo Pack Ready	Included
Turbo with Duo Pack Rapid	Included
Rapid with GO Rapid Bundle Plan <sup>(2)</sup>	Included

#### UPGRADES ADDITIONAL MONTHLY RENTAL CHARGES – AVAILABLE WITH PACKS LAUNCHED BEFORE 06/05/19

##### HOME PACK INTERNET UPGRADES<sup>(1)</sup>

Fibre Turbo/ Turbo Internet With Home Pack - Entertainment Queen – (Fibre Turbo in Fibre Areas & Turbo in Copper Areas)	Included
Fibre Sonic Internet With Home Pack - Entertainment Queen	€ 10.00
Fibre Ultra Internet With Home Pack - Entertainment Queen	€ 35.00

#### UPGRADES ADDITIONAL MONTHLY RENTAL CHARGES – AVAILABLE WITH HOME PACKS LAUNCHED MAY 2019

##### HOME PACK INTERNET UPGRADES<sup>(1)(2)</sup>

Turbo With Home Pack Bundled Plan (with Optional TV)	Included
Super With Home Pack Bundled Plan (with Optional TV)	Included
Giga With Home Pack Bundled Plan (with Optional TV)	Included

#### LIMITLESS DUO PACK - PHONE & INTERNET, INTERNET UPGRADES<sup>(1)</sup> - DISCONTINUED

Duo Pack Internet 15Mbps	Included
Duo Pack Fast Internet 35Mbps	€ 10.00
Duo Pack Super Fast Internet 75Mbps	€ 40.00

#### RETENTION CHARGE

Internet service retention charge (change of ownership)	Free
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#### ACTIVATION CHARGES

Plug'n'GO Activation Charge	€ 75.00
GO Smart Wi-Fi Activation Charge	€ 30.00



#### PENALTY CHARGES

Residential Internet 2 year service agreement early termination fee	€100.00
Duo Pack/ Home Pack Starter Jack (Phone + Internet) early termination fee	€100.00
Home Pack early termination fee ( 1 <sup>st</sup> Year)	€200.00
Home Pack early termination fee ( 2 <sup>nd</sup> Year)	€100.00
Plug'n'GO early termination fee (1 <sup>st</sup> Year)	€150.00
Plug'n'GO early termination fee (2 <sup>nd</sup> Year)	€75.00
Lost/stolen/damaged or unreturned Internet Modem	€ 50.00
Lost/stolen/damaged or unreturned Alcatel I-010G-U ONT device	€ 100.00
Lost/stolen/damaged or unreturned Technicolor TG799 modem	€ 90.00
Lost/stolen/damaged or unreturned Smart Hub (Sagemcom GO Hybrid Router Fast 5370 Air)	€ 150.00
Lost/stolen/damaged or unreturned GO Smart Wi-Fi Pod	€ 75.00
Other penalty charges	as applicable

#### LATE PAYMENT CHARGES

First payment due to late payment	€ 5.00
Second penalty due to late payment	Maximum allowed by law (8% per annum)

A charge of €5.00 will be incurred if customers do not pay their bill. This charge will show on the first bill which shows arrears. If such bill is not settled in full within 60 days from date of issue, interest will commence and continue until payment is settled.

Rejected Payment Charge	€5.00
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#### LEGAL AND ADMINISTRATIVE FEES

as applicable

- For these products, E-Billing is the default method for billing purposes. Customers are required to supply GO with a valid email address where notifications will be sent in order to inform the customer that the bill has been issued and any other information. It is the customer's responsibility to inform GO of any change in his email address. If customer opts for a printed bill sent by post to his billing address he will be charged an additional two euro (€2) per bill.
- For these products, a €1.00 monthly discount applies per bill issued if you opt to pay via Direct Debit Mandate (DDM).

#### TYPICAL SPEED RANGE FOR INTERNET PRODUCTS

As per MCA Decision Notice MCA/D/13-1475 dated 1<sup>st</sup> February 2013, below please find the Typical Speed Range associated with the Internet product.

The customer can identify the download and upload speed associated with his/her Internet product through the Internet Tariff Plan which is printed with this contract.

DOWNLOAD SPEED		UPLOAD SPEED	
ADVERTISED SPEED / MBPS	TYPICAL SPEED RANGE / MBPS	ADVERTISED SPEED / MBPS	TYPICAL SPEED RANGE / MBPS
5	5	0.5	0.5
Ready (15)	15	Ready (1)	1
Rapid (35)	33-35	2	2
Turbo – Home packs launched May 2019 (75)	48-75	Rapid (5)	5
Turbo – Duo / Home packs launched before May 2019 (70)	48-70	Turbo (15)	15
Fibre Turbo (100)	100	Fibre Sonic (20)	20
75	57-75	Fibre Ultra (20)	20
Fibre Sonic (200)	200	Super (50)	50
200	200	Giga (60)	60
Fibre Ultra (500)	500		
Super (500)	500		
Giga (1000)	1000		
4	4		
12	12		
20	20		

The Typical Speed Range is measured in accordance with the MCA specifications in the above mentioned Decision Notice. Where the 20<sup>th</sup> and 80<sup>th</sup> percentile marks are the same, a single figure is given in the above table.