



Schedule of Administrative charges applicable to Mobile and Plug & Play Pay monthly plans

The following administrative charges shall apply in any of the following circumstances:

Service	Applicable Administrative Charge incl. VAT
Migration from mobile Pay Monthly Tariff Plan to a Top-up Plan	€10 one-time charge
Paper copy of your itemised bill	€3 per itemised bill
Downgrade to another Pay Monthly Tariff Plan with lower Monthly Access Fee	€10 one-time charge
Direct Debit Reversals	€8
Suspension of Service – reconnection charge	€20
Paper Bills	€3 per invoice
Late Payment Penalty	€6 penalty shall apply for every invoice that is not paid within the due date stated on the invoice
Static IP address (only for Plug & Play Service)	€2 per month for each Static IP
CPE Plug & Play Internet Device	€200/ device
Support charges (Technician Home visit) during business hours	€25 for the first hour and €15 for subsequent hours
Support charges (Technician Home visit) during non-business hours (incl. Sundays and Public holidays)	€30 for the first hour and €17 for subsequent hours
Contract Set-Up Fee	€9.99 one-time charge

All rates and charges quoted above are inclusive of VAT but are exclusive of excise tax or any other taxes which may be applicable.

The charges mentioned above cover the work involved in processing each request/payment instructions as well as any stationary costs relative thereto.