



## Schedule of Charges applicable to Fibre and Plug & Play Pay Monthly Plans, TV Services, and Epic WiFi Extender

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

| Service                                                                                                          | Applicable Administrative Charge incl. VAT                                                          |
|------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------|
| One-time installation fee                                                                                        | €24.99                                                                                              |
| Charge for rejected order due to reasons attributable to you                                                     | €20                                                                                                 |
| Charge for cancelled/unsuccessful Installation                                                                   | €35                                                                                                 |
| Installation of additional fibre tails                                                                           | €25 per extra 10 metres or part beyond the standard distance of 30 meters                           |
| Suspension of Service – reconnection charge                                                                      | €20                                                                                                 |
| Charge for non-return/damaged/faulty/non-resellable condition per ONT Equipment (Fibre Terminal)                 | €150 per device                                                                                     |
| Charge for non-return/ damaged/ faulty/non-resellable condition per CPE Equipment (WiFi Router)                  | €200 per device                                                                                     |
| ONT Equipment Shift Charge                                                                                       | €90                                                                                                 |
| Early Termination Fee (including termination due to Breach of Contract)                                          | 50% of the Monthly Access Fees (excluding additional fees) × remaining months                       |
| Relocation during the first 12 months (Moving to new address)                                                    | €90                                                                                                 |
| Relocation during the second 12 months (Moving to new address)                                                   | €90 or Free if signing new 24-month Contract                                                        |
| Support charges (Technician support on Premises) during business hours                                           | €25 for the first hour and €15 for subsequent hours                                                 |
| Support charges (Technician's support on Premises) during non-business hours (incl. Sundays and public holidays) | €30 for the first hour and<br>€17 for subsequent hours                                              |
| Cost of testing when no fault is found                                                                           | €30                                                                                                 |
| Paper copy of your itemised bill                                                                                 | €3 per itemised bill                                                                                |
| Direct Debit Reversals                                                                                           | €8                                                                                                  |
| 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                                                                                                | €2 per month for each Static IP address                                                             |

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|------------------------------------------------------------------------------------------------------|---------------------|
| <b>Downgrade administrative fee to another Pay Monthly Tariff Plan with lower Monthly Access Fee</b> | €10 one-time charge |
|------------------------------------------------------------------------------------------------------|---------------------|

The following administrative charges shall apply to Plug and Play Services in any of the following circumstances:

| <b>Service</b>                                                                                                         | <b>Applicable Administrative Charge incl. VAT</b>                                                   |
|------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------|
| <b>Suspension of Service – reconnection charge</b>                                                                     | €20                                                                                                 |
| <b>Charge for non-return/ damaged/ faulty/non-resellable condition per CPE Equipment (WiFi Router)</b>                 | €200                                                                                                |
| <b>Early Termination Fee (including termination due to Breach of Contract)</b>                                         | 30% of the Monthly Access Fees (excluding additional fees) × remaining months                       |
| <b>Support charges (Technician support on Premises) during business hours</b>                                          | €25 for the first hour and €15 for subsequent hours                                                 |
| <b>Support charges (Technician support on Premises) during non- business hours (incl. Sundays and public holidays)</b> | €30 for the first hour and<br>€17 for subsequent hours                                              |
| <b>Paper copy of your itemised bill</b>                                                                                | €3 per itemised bill                                                                                |
| <b>Direct Debit Reversals</b>                                                                                          | €8                                                                                                  |
| <b>Paper bills</b>                                                                                                     | €3 per invoice                                                                                      |
| <b>Late Payment Penalty</b>                                                                                            | €6 penalty shall apply for every invoice that is not paid within the due date stated on the invoice |
| <b>Static IP address (only for Plug &amp; Play Service)</b>                                                            | €2 per month for each Static IP address                                                             |
| <b>Contract Set-Up Fee</b>                                                                                             | €9.99 one-time charge                                                                               |
| <b>Downgrade administrative fee to another Pay Monthly Tariff Plan with lower Monthly Access Fee</b>                   | €10 one-time charge                                                                                 |

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

| <b>Service</b>                                                                             | <b>Applicable Administrative Charge incl. VAT</b> |
|--------------------------------------------------------------------------------------------|---------------------------------------------------|
| <b>One-time installation fee</b>                                                           | €80                                               |
| <b>Charge for non-return/damaged/ faulty/non-resellable condition per Set Top Box</b>      | €70                                               |
| <b>Charge for non-return/damaged/faulty/non-resellable condition per TV Remote Control</b> | €20                                               |

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|------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------|
| <b>Charge for non-return/damaged/faulty/non-resellable condition per Cable</b>                                         | €6                                                     |
| <b>Support charges (Technician support on Premises) during business hours</b>                                          | €25 for the first hour and €15 for subsequent hours    |
| <b>Support charges (Technician support on Premises) during non- business hours (incl. Sundays and public holidays)</b> | €30 for the first hour and<br>€17 for subsequent hours |

The following administrative charges shall apply to Epic Wifi Extender in any of the following circumstances:

| <b>Service</b>                                                                                                         | <b>Applicable Administrative Charge incl. VAT</b>      |
|------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------|
| <b>One-time installation fee</b>                                                                                       | €60                                                    |
| <b>Charge for non-return/damaged/ faulty/non-resellable condition per WiFi Extender</b>                                | €60                                                    |
| <b>Support charges (Technician support on Premises) during business hours</b>                                          | €25 for the first hour and €15 for subsequent hours    |
| <b>Support charges (Technician support on Premises) during non- business hours (incl. Sundays and public holidays)</b> | €30 for the first hour and<br>€17 for subsequent hours |
| <b>Cost of testing when no fault is found</b>                                                                          | €30                                                    |

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. For the avoidance of doubt, any other applicable fees and charges (including but not limited to Equipment and Device Charges) shall also apply.