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- All tariff card updates will be published on Lightnet website.
- All packages are subject to Fair Usage Policy and Terms & Conditions which are published on Lightnet website.
- All prices and information are correct at time of publication of this document. The prices are subject to change based on third party or other increase. Any changes will be published on the Tariff card.
- We encourage you to review this tariff cards on our website periodically for any changes.
- All prices listed are inclusive of VAT unless otherwise stated.

# 1. Domestic Packages

## 1.1 Contract Free Package

Broadband Package	Speed Mbps	Price per month	Data Allowance per month	Contract Term (Minimum Period)	Phone Minutes included	Installation Fee	Connection Fee
<b>Lightnet Contract Free</b>	Speeds dependant on primary service provision	€85	1Tb	None – payments are on a 30-day rolling term. 30 days’ notice of cancellation required	Variable depending on primary package.	€200	€130

For new connections installation and connection fee may not apply if equipment is in situ, however additional fees may apply. A minimum commitment of 6 months is required on a new Fibre service. Download and upload speeds available on request.

## 1.2 Fixed Wireless

Broadband Package	Speed Mbps	Price per month	Data Allowance per month	Contract Term (Minimum Period)	Phone Minutes included	Installation Fee
<b>Lightnet Essential</b>	Up to 30Mbps download	€35	80Gb	18 Months	None	€100
<b>Lightnet Connect</b>	Up to 30Mbps download	€45	250Gb	18 Months	None	€100
<b>Lightnet Max</b>	Up to 30Mbps download	€55	Unlimited Usage*	18 Months	300 call minutes to Irish landlines and mobiles, international landline calls to the UK, mainland USA, Canada, Australia & New Zealand.	€100 (Includes Free Wi-Fi Router for the Contract Term)

Upload speeds available on request.

\*Unlimited usage is subject to fair usage of 5 Terabytes of data per month, should your data usage reach 100% of the data allowance, your connection speed will reduce to 1mb download, 0.25mb upload, however you will continue to have continuous usage of your connection. We will notify you by email once your data allowance reaches 80%, 90%, 98% and 100% of usage.

**Out of Contract Charges:**

Once your minimum period expires the package will automatically default to the Contract Free Package at the price listed above in section 1.1. To avoid this package price increase, you must enter a new Minimum Period contract term for a package that is available at that time. Your previous package may no longer be available or may be subject to price or data changes. Secondary Back Up Services & VOIP Phone Packages will continue to be charged in addition to your Primary Service during the Contract Free Package period.

**1.3 Fibre to the Cabinet**

Package	Speed Mbps	Data Allowance per month	Price per month	Contract Term (Minimum Period)	Phone Minutes included	Installation Fee	Connection Fee
<b>Lightnet Max</b>	Up to 100Mbps download/20 Mbps upload	Unlimited usage*	€55	18 Months	300 call minutes to Irish landlines and mobiles, international landline calls to the UK, mainland USA, Canada, Australia & New Zealand.	Free (Includes Free Wi-Fi Router for the Contract Term)	€65

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## 1.4 Fibre to the Home

Package	Speed Mbps	Data Allowance per month	Price per month	Contract Term (Minimum Period)	Phone Minutes	Installation Fee	Connection Fee
<b>Lightnet Max</b>	500Mbps download/50 Mbps upload	Unlimited usage*	€55	18 Months	300 call minutes to Irish landlines and mobiles, international landline calls to the UK, mainland USA, Canada, Australia & New Zealand.	Free (Includes Free Wi-Fi Router for the Contract Term)	€65
<b>Lightnet Max 1000</b>	1000Mbps download/100 Mbps upload	Unlimited usage*	€70	18 Months	300 call minutes to Irish landlines and mobiles, international landline calls to the UK, mainland USA, Canada, Australia & New Zealand.	Free (Includes Free Wi-Fi Router for the Contract Term)	€65

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**1.5 CN Wave**

Package	Speed Mbps	Data Allowance per month	Price per month	Contract Term (Minimum Period)	Phone Minutes	Installation Fee
<b>Lightnet Max</b>	Up to 150Mbps download / 50Mbps upload	Unlimited usage*	€55	18 Months	300 call minutes to Irish landlines & mobiles, international landline calls to the UK, mainland USA, Canada, Australia & New Zealand.	€100 (Includes Free Wi-Fi Router for the Contract Term)

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**Out of Contract Charges:**

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## 1.6 Lightnet Mobile

Broadband Package	Speed Mbps	Price per month	Data Allowance per month	Contract Term (Minimum Period)	Phone Minutes included	Installation Fee
<b>Lightnet Essential</b>	Dependant on mobile carrier. 4G - Estimated 10 Mbps download/ 2.8Mbps Upload. 5G - Estimated 50 Mbps download/ 5Mbps Upload.	€35	80Gb	18 Months	None	€100. 5g Installation additional €200.
<b>Lightnet Connect</b>	Dependant on mobile carrier. 4G - Estimated 10 Mbps download/ 2.8Mbps Upload. 5G - Estimated 50 Mbps download/ 5Mbps Upload.	€45	250Gb	18 Months	None	€100. 5g Installation additional €200.
<b>Lightnet Max</b>	Dependant on mobile carrier. 4G - Estimated 10 Mbps download/ 2.8Mbps Upload. 5G - Estimated 50 Mbps download/ 5Mbps Upload.	€55	Unlimited Usage*	18 Months	300 call minutes to Irish landlines and mobiles, international landline calls to the UK, mainland USA, Canada, Australia & New Zealand.	€100 (Includes Free Wi-Fi Router for the Contract Term). 5g Installation additional €200.

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### **Out of Contract Charges:**

Once your minimum period expires the package will automatically default to the Contract Free Package at the price listed above in section 1.1. To avoid this package price increase, you must enter a new Minimum Period contract term for a package that is available at that time. Your previous package may no longer be available or may be subject to price or data changes. Secondary Back Up Services & VOIP Phone Packages will continue to be charged in addition to your Primary Service during the Contract Free Package period.

### 1.7 Agricultural Package

Agri Broadband	Speed Mbps	Price Per month	Data Allowance per month	Contract Term (Minimum Period)	Installation fee
<b>AgriConnect</b> Agricultural premises only	Up to 30Mbps download	€45	250Gb	18 Months	€100
<b>AgriConnect Suspension rental fee</b>		€15	Maximum suspension length 6 months, after which monthly amount reverts to previous package amount.	The Contract Term (Minimum Period) will be extended for each month the account is suspended.	

Should your data usage reach 100% of usage your connection speed will reduce to 1mb download, 0.25mb upload. We will notify you by email once your data allowance reaches 80%, 90% and 98% and 100% of usage.

**Out of Contract Charges:**

Once your minimum period expires the package will automatically default to the Contract Free Package at the price listed above in section 1.1. To avoid this package price increase, you must enter a new Minimum Period contract term for a package that is available at that time. Your previous package may no longer be available or may be subject to price or data changes. Secondary Back Up Services & VOIP Phone Packages will continue to be charged in addition to your Primary Service during the Contract Free Package period.

## 2. Business Packages

### 2.1 Contract Free Package

Broadband Package	Speed Mbps	Price per month	Data Allowance per month	Contract Term (Minimum Period)	Premium technical Support	Installation Fee	Connection Fee
<b>Lightnet Pro Contract Free</b>	Speeds dependant on service provision	€95 (ex-Vat)	1 Terabyte	None – payments are on a 30-day rolling term. 30 days’ notice of cancellation required.	Excluded	€178 (ex-Vat)	€130 (ex-Vat)

For new connections installation and connection fee may not apply if equipment is in situ, however additional fees may apply. A minimum commitment of 6 months is required on a new Fibre service.

### 2.2 Fixed Wireless

Broadband Package	Speed Mbps	Data Allowance per month	Price per month	Contract Term (Minimum Period)	Premium technical Support	Installation Fee
<b>Lightnet Pro</b>	Up to 30Mbps download	Unlimited usage*	€59 (ex-Vat)	12 Months	Included	€89 (ex-Vat) (Includes Free Wi-Fi Router for the Contract Term)

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#### Out of Contract Charges:

Once your minimum period expires the package will automatically default to the Contract Free Package at the price listed above in section 2.1. To avoid this package price increase, you must enter a new Minimum Period contract term for a package that is available at that time. Your previous package may no longer be available or may be subject to price or data changes. Secondary Back Up Services & VOIP Phone Packages will continue to be charged in addition to your Primary Service during the Contract Free Package period.

### 2.3 CNWave

Location based Fixed wireless service, subject to location availability.

Broadband Package	Speed Mbps	Data Allowance per month	Price per month	Contract Term (Minimum Period)	Premium Technical Support	Installation Fee
<b>Lightnet Pro</b>	Up to 500Mbps download/150Mbps upload	Unlimited usage*	€59 (ex-Vat)	12 Months	Included	€89 (ex-Vat) (Includes Free Wi-Fi Router for the Contract Term)
<b>Lightnet Pro 1000</b>	Up to 1000Mbps download/300Mbps upload	Unlimited usage*	€79 (ex-Vat)	12 Months	Included	€89 (ex-Vat) (Includes Free Wi-Fi Router for the Contract Term)

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#### Out of Contract Charges:

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## 2.4 Fibre to the Business

Broadband Package	Speed Mbps	Data Allowance per month	Price per month	Contract Term (Minimum Period)	Premium technical Support	Installation Fee	Connection Fee
<b>Lightnet Pro</b>	500Mbps download/50 Upload	Unlimited usage*	€59 (ex-Vat)	12 Months	Included	Free (Includes Free Wi-Fi Router for the Contract Term)	€65 (ex-Vat)
<b>Lightnet Pro 1000</b>	1000Mbps download/100 Upload	Unlimited usage*	€79 (ex-Vat)	12 Months	Included	Free (Includes Free Wi-Fi Router for the Contract Term)	€65 (ex-Vat)

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### **Out of Contract Charges:**

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## 2.5 Lightnet Mobile

Mobile Sim based service, subject to location availability.

Broadband Package	Speed Mbps	Data Allowance per month	Price per month	Contract Term (Minimum Period)	Premium technical Support	Installation Fee
<b>Lightnet Pro</b>	Dependant on mobile carrier. 4G - Estimated 10 Mbps download/ 2.8Mbps Upload. 5G - Estimated 50 Mbps download/ 5Mbps Upload.	Unlimited usage*	€59 (ex-Vat)	12 Months	Included	€89 (ex-Vat) (Includes Free Wi-Fi Router for the Contract Term) 5g Installation additional €200

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## 2.6 Priority Technical Support

Features	Description	Price per month
<b>Dedicated support line Priority engineer call out Rapid response times</b>	<ul style="list-style-type: none"> <li>• Dedicated support line - Direct line to our technical support team</li> <li>• Priority engineers call out – Target onsite visit within 7 working days of fault notification of fixed wireless service. This excludes all fibre services which requires third party engineers and services.</li> <li>• Rapid response times – priority call back and response prioritisation.</li> </ul>	€49 (ex-Vat)

### 3. Back Up Service

**Lightnet Sure-Connect**

Automatic switchover: The service switches instantly to the backup line during an outage. Same IP address across both primary and secondary service. Available on both domestic and business services.

Package	Speed Mbps	Data Allowance per month	Price per month	Contract Term (Minimum Period)	Phone Minutes	Installation Fee
<b>Lightnet Sure-Connect Basic</b>	Dependent on service provision – see details outlined above under each service.	As per your primary broadband service	€35	As per your primary broadband service	As per your primary broadband service	€100 (Includes Free Wi-Fi Router for the Contract Term). 5g Installation additional €200.
<b>Lightnet Sure-Connect Premium</b>	Dependent on service provision – see details outlined above under each service.	As per your primary broadband service	€55 ex vat includes Auto notification and ticketing & priority support	As per your primary broadband service	As per your primary broadband service	€100 (Includes Free Wi-Fi Router for the Contract Term). 5g Installation additional €200.

Primary broadband service is the main service being used by the connection. This will be outlined in your service contract agreement. Upload speeds available on request.

## 4. Phone Packages

Lightnet Phone	Price Per month	Minutes	Contract Term (Minimum Period)
<b>Go Freedom</b>	Zero	Zero. Phone account must be topped up via Lightnet phone portal facilitated via PayPal and must be through a Lightnet broadband connection.	12 Months or Minimum Period of broadband service, whichever is the longer.
<b>Go Plus</b>	€10	300 Landline to Landline minutes to Ireland, UK, Australia, New Zealand, mainland USA & Canada. All other calls are that the rate listed on the tariff card. Phone account must be topped up via Lightnet phone portal facilitated via PayPal and must be through a Lightnet broadband connection.	12 Months or Minimum Period of broadband service, whichever is the longer.
<b>Go Excel</b>	€20	1000 Landline to Landline minutes to Ireland, UK, Australia, New Zealand, USA mainland & Canada. All other calls are that the rate listed on the tariff card. Phone account must be topped up via Lightnet phone portal facilitated via PayPal and must be through a Lightnet broadband connection.	12 Months or Minimum Period of broadband service, whichever is the longer.
<b>Go Prime</b>	€30	2000 Landline to Landline minutes to Ireland, UK, Australia, New Zealand, mainland USA & Canada. All other calls are that the rate listed on the tariff card. Phone account must be topped up via Lightnet phone portal facilitated via PayPal and must be through a Lightnet broadband connection.	12 Months or Minimum Period of broadband service, whichever is the longer.
<b>Talktime</b>	€40 - Free on Lightnet Max	300 call minutes to Irish landlines and mobiles, international landline calls to the UK, mainland USA, Canada, Australia & New Zealand. All other calls are that the rate listed on the tariff card.	12 Months or Minimum Period of broadband service, whichever is the longer.

	broadband package	Phone account must be topped up via Lightnet phone portal facilitated via PayPal and must be through a Lightnet broadband connection.	
<b>LightnetTalk (Business only)</b>	€39 ex vat	Unlimited Landline calls to Ireland. 500 Minutes to Irish Mobiles.  All other calls are charged as per call rate sheet (reference GoExcel as published on our website)	12 Months or remaining term of broadband service, whichever is the longer
<b>Phone Call rates</b>	See Call Rates Sheet on website and on phone portal.	Phone account must be topped up via Lightnet phone portal facilitated via PayPal and must through a Lightnet broadband connection.	Call credit can be purchased in amounts of €10, €20, €50 or €100 and VAT is in addition to these amounts. Phone account must be topped up via Lightnet phone portal facilitated via PayPal and must be through a Lightnet broadband connection.
<b>Additional Lines</b>	€5 per month	For each additional line	
<b>Call Forwarding</b>	€5 per month	For each line	
<b>Number Porting</b>	€10 per number	Number Porting is not guaranteed and is subject to terms. Number should not be cancelled with existing provider until number porting is complete.	Contact sales for more details

## 5. Data Top up

Data Top Up	Single payment	
100Gb	€10	Valid for 30 days
500Gb	€20	Valid for 30 days
Additional 1TB of Data per month	€10 Per month	Minimum 12 months commitment to new Contract Term (Minimum Period)

## 6. Setup & Service Fees

Setup			
<b>Installation fee</b>  Lightnet Contract Free installation fees are listed above.	€100 – Standard Domestic and Agri Fixed Wireless installation.	€89 ex vat - Standard Business installation.	Fibre: Lightnet Connect - €100, Lightnet Max– None
<p><b>Standard Fixed wireless install</b> – The installer will install a unit on the outside of the property and run a cable to the inside of the property to another small internal unit. This includes up to 25 meters of cable, 1 external CPE unit, up to 2 brackets fixed to property plus pole if required, 1 internal POE unit, Lan cable and up to 2 hours labour. 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.</p>			
<b>Site test Only Fee - Fixed Wireless</b>	€35 payable upfront regardless of pass or fail result.	Non-refundable against future installation	
<b>Connection fee</b>	Fixed Wireless - None	Domestic Fibre to the cabinet (VDSL) & Fibre to the Home - €65 Business Fibre to the Home €65 ex vat	

<b>Technician Repair call out fee</b>	Lightnet Fault – No Fee	Customers Fault - €50	Customers request - €50 plus depending on work required
<b>Out of hours repair Technician call out fee</b>	€250 per call out	Technician Call out during weekend, public holiday, and office closures.	Subject to Technician availability.
<b>Cable Move</b>	€100 for standard cable move.	Standard cable move – 25 Meters of cable and up to one hour of labour.	Addition price per meter of cable - €5 per meter. Additional labour is €50 per hour.
<b>Installation fee of Router/Powerline/Phone</b>	None if purchased at point of sale for Fixed Wireless service.	€50 install fee where technician site visit 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.	A Direct Debit must be in place to activate the connection. The origin of the bank account must be within the Single European Payment Area (SEPA)
<b>Equipment Upgrade Fee</b>	<b>Fixed Wireless</b> Lightnet Essential & Lightnet Connect - €100 Lightnet Max– None	<b>Fibre</b> – Not applicable	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>Fair Usage Exception</b>	Non-Peak (8am to 5pm) €20 per month		

<b>Fixed Wireless Reconnection Fee</b>	€20 (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>Fibre Reconnection fee</b>	€65	Fibre to the cabinet (VDSL) & Fibre to the home	
<b>Fibre ONT Relocation</b>	Minimum €150, price variable due to scale of works	Fibre ONT (Optical Network Terminal) relocation is only permissible for renovations and relocation request is not guaranteed. Works are completed by a third party. Relocation will only be considered if new ONT location is more than 1.5 meters of the original location. Fibre ONT Relocation fee is billed in arrears of works, price variable due to scale of works.	
<b>Moving to A New House</b>	Subject to approval and availability. Contractual obligation and T&C's must be met at existing property.  €100 – Fixed Wireless & Lightnet Mobile €65 – Fibre to the cabinet (VDSL) & Fibre to the home	Connection at new property is subject to site test.	If we are unable to provide you with service and if you are still within contract, payment is required for each month remaining in the contract in order to buy out of the existing contract.
<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 per month Only available to Fixed Wireless customers	Maximum suspension length 6 months, after which monthly amount reverts to previous package amount.	The Contract Term (Minimum Period) will be extended for each month the account is suspended.

<b>Account Suspension reconnection fee</b>	€20	Payable upfront when request to reactive the connection is received.	
<b>Missed Technician appointment – Fibre &amp; VDSL</b>	€50	Fibre & VDSL 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 & VDSL €50 - Fixed Wireless & Lightnet Mobile	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 fee 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>Relay</b>	€300 in addition to Primary service installation fee	Subject to site survey	Cost may vary depending on scale of works.

## 7. Hardware

Devices			
<b>Router</b>	<b>Fixed Wireless</b> Lightnet Essential & Lightnet Connect - €150 Lightnet Max & Lightnet Pro Packages – Includes Free Wi-Fi Router for the Contract Term.	<b>Fibre &amp; VSDL</b> Includes Free Wi-Fi Router for the Contract Term	Models of router is subject to availability. All routers are covered by manufacturer’s warranty. Warranty does not cover lightning & storm damage, wear & tear, or damage/ breakage.
<b>VoIP Handset</b>	€85		
<b>Range extender/powerline</b>	€150		Subject to availability, models of Range extender/powerline may vary.
<b>Post &amp; packaging</b>	€10 standard delivery within the republic of Ireland	Additional charges may apply to other geographical areas	
<b>Replacement of power supply for broadband equipment or router</b>	€30 if lost or misplaced or damaged by customer.	No charge if technical fault exists.	Technician Call out fee or postage fees may apply.
<b>Replacement of CPE (External unit) Broadband equipment.</b>	€300 if lost or misplaced or damaged by customer negligence or Lightning or storm damage.	No charge if technical fault exists.	Call out fees may apply.

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