

PrepayPower Limited

Paramount Court

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Last Updated: 15.07.2023

Contract Summary

PrepayPower Multi Product Fixed Broadband Contract Summary

- This contract summary provides the main elements of this service offer as required by EU Law.
- It helps to make a comparison between service offers.
- Complete information about the service is provided in other documents.

Services

- PrepayBroadband Classic (FTTC)
- PrepayBroadband Plus (FTTH)

Speeds of the internet service and remedies

Broadband Plans	Type	Speed (up to)		Speed %		
		Download	Upload	Maximum	Normally Available	Minimum
PrepayBroadband – Classic - Up to 100Mbps*	FTTC	Specific speeds can only be confirmed after your services have been activated. You can then view your speeds at https://www.speedtest.net/				
PrepayBroadband – Plus 150	FTTH	150mbps	30mbps	92.5%	55-65%	10%
PrepayBroadband – Plus 500	FTTH	500mbps	50mbps	92.5%	55-65%	10%
PrepayBroadband – Plus 1000	FTTH	1000mbps	100mbps	92.5%	55-65%	10%

If you experience any continuous or regularly recurring discrepancy between the actual speed seen on your broadband connection and the performance percentages specified at signup, please contact the PrepayPower Broadband support team at 1800 911 663 and we will attempt to diagnose and resolve your issue.

Any complaints with regard to minimum speed of service should be submitted, and will be processed, in accordance with the [PrepayPower Complaint Handling Policy](#). In addition, you may be entitled to exercise your rights set out in the Consumer Information and Cancellation Regulations 2013 and the Sale of Goods and Supply of services Act 1980 (as amended).

Price

Broadband Plans	Type	Price (Inc Vat)	
		Monthly	Daily
PrepayBroadband – Classic	FTTC	€52.99	€1.74
PrepayBroadband – Plus 150	FTTH	€58.50	€1.92
PrepayBroadband – Plus 500	FTTH	€62.17	€2.04
PrepayBroadband – Plus 1000	FTTH	€68.26	€2.24

All of our pricing is listed in our schedule of charges at <https://www.prepaypower.ie/termsandconditions>.

Duration, renewal, and termination

All our Contracts are evergreen and are subject to a minimum initial term of up to 24 months. After the expiry of the Initial Term the Contract shall continue in full force unless terminated by you.

If you terminate your broadband service after expiry of the cooling-off period but during the minimum term you shall be liable to pay an early termination fee equal to the monthly commitment multiplied by the remaining months of the minimum term.

Upon cancellation of your Broadband Service, you must return all equipment to PrepayPower within 30 days of cancellation failing which you will be liable for the value of the unrecoverable/damaged equipment in the amount of €86.10.

For more information please see:-

- Our [Schedule of Charges](#)
- Our [Terms and Conditions](#)
- Our [Cancellation Form](#)
- Our [Complaints Handling Process](#)

Features for end-users with disabilities

In the delivery of services to our customers we aim to serve all vision, hearing, mobility and dexterity requirements. For more information on specific accessibility measures, please contact us at 1800 929 022

