

## 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 <a href="http://www.speedtest.net">www.speedtest.net</a>				
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 sign-up, 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](#). If we are unable to resolve your complaint you may be entitled to terminate the service without fee.

## 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/sites/default/files/2024-08/PrepayPower%20Broadband%20Schedule%20of%20Charges%20V03%20%281%29.pdf>



## **Duration, renewal, and termination**

All our Contracts are evergreen and are subject to a minimum initial term of 12 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 the end of the cooling-off period but during the first six months of the minimum term, you shall be liable to pay an early termination fee of €350. If you terminate in the second six months of the minimum term, you will be liable to pay an early termination fee of €160.

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

Last Update: 07 August 2024

