




At Cellnet we want to be as transparent as possible. As the saying goes “What you see is what you get”. It’s your right to make sure you have all the information you need about your account. As we have lots of customers on different plans there may be some fees and charges that may or may not apply to you. We’ve put together this handy booklet so you have all the information you need.

This booklet includes all charges for all our customers that may be applied to your account outside of your monthly bundle charges. On page 1 we have listed all our one-off charges that might apply to your account. This can include equipment activation fees and late payment fees (please see pages 1 &2). As of right now we have no Telephone addons however we are constantly updating and upgrading our services.

This booklet is accurate and upto date as of January 1st 2021. (This booklet is regularly updated when changes occur that do not affect your contract)

Type of service	How It will appear on your bill	Fee	What the charge is
 Activation/Services & Equipment charges	Broadband installation Fee	€262.00	This Fee applies to all customers who buy our products. As we must oversee the installation, we charge this service.
	Broadband activation fee	€50.00	A once off fee to activate your broadband connection on our system
	Fibre Broadband Activation fee	€100.00	A once off Broadband Activation Fee of €100 applies to all new customers taking our Broadband products on a 24-month contract. A Once off fee to activate your broadband connection on our system
	WiFi Mesh node Activation	€80.00	Should you require an extra node this is the charge applicable to have the node installed by our technician
	Reactivation Fee	€15.00	Should your service be paused or disconnected due to non payment this charge will apply
	Damaged equipment fee	€70.00	This fee applies if you have lost or damaged your Cellnet TP-fibre Node, ONT/NTU and need a replacement sent.
	Unreturned equipment fee	€150.00	It would be a sad day to see you go. We are about offering quality & not quantity. So please reach out to us so we can help you before you cancel. We will reach out to you by phone & email to arrange a suitable time to collect the equipment. If we have not been able to get in touch with you to do this this fee will be charged to your account. This applies to each piece of equipment

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 <p>Payment Charges</p>	Late Payment Charge	€10.00	Should your bill become overdue because you have missed the payment date, a late fee will be charged to your account. To make sure you are up to date please make sure all payments are made by your bill due date. This is the date you agreed with us.
	Unpaid Direct Debit Charge	€15.00	Our products are paid via Direct Debit. Should your payment be returned unpaid by the bank, an unpaid charge is applied to your account. If your payment remains unpaid the above-mentioned late payment fee may also apply.
	Cancellation of Direct Debit from Bank. Reset up charge	€20.00	Should you cancel your direct debit without authorisation from us, this fee will apply to set up the direct debit mandate again
 <p>Cancellation Charge</p>	In Contract cancellation	€ PM by months Remaining	Should you choose to cancel your subscription while you are still in contract a charge per subscription for the monthly amount for the remaining months of your contract will apply to you. As an example, for a customer on a Cellnet Broadband paying €59.99 per month on a 24-month contract with 3 months remaining, your contract cancellation fee would be calculated as follows: €59.99 x 3 = €179.97
 <p>Premises Move Charge</p>	Relocate Connection charge	€131.00	As an existing Cellnet customer who has an existing connection moving to your new home your service transfer process is completely free however if you need a new commotion point , installation or cabling there will be a minimum charge of €131 to ensure that everything is installed correctly and professionally.

Type of service	How It will appear on your bill	Fee	What the charge is
 <p>Technician & Site Examination Charges</p>	Technician Callout Charge	€100	Should you require a technician to call out to your premises as your issue cannot be resolved over the phone or you wish to have a technician call in person per your request. This fee will apply should the technician arrive on your premises.
	Relocation of NTU Point in the same room	€15.00	Depending if its possible we can move your NTU connection point from one part to another. If you require an ONT port in a different part of the premises this will have to be discussed during a site survey
	Installation of Extra Network point(s)	€35.99	If you require new connection points in your premises for smart tv's or routers this fee applies per item
	Installation of Ethernet Cabling	€50.00 per line	If you require new cabling to be rolled out and installed this fee applies per line installed.
	Customer Site Examination Cellnet home location	€50.00	For customers in Clare wishing to have a Customer Site Examination carried out to see what service is available to them this charge applies and must be paid in advanced before an appointment is confirmed
	Customer Site Examination Upto 50km from HQ location	€80.00	For customers in a 50km radius outside of Clare wishing to have a Customer Site Examination carried out to see what service is available to them this charge applies and must be paid in advanced before an appointment is confirmed
	Customer Site Examination All Ireland	Minimum €120.00	For customers in the rest of Ireland looking to have a customer site examination done this charge applies and must be paid in advanced before an appointment is confirmed

Please contact one of our agents about specific pricing for your Eircode