

## Contract summary

- This contract summary provides the main elements of this service offer as required by EU law<sup>1</sup>.
- It helps to make a comparison between service offers.
- Complete information about the service is provided in other documents.

## Services

- Internet access for business use via ADSL(2+) technology.
- Maximum download speed up to 12 Mbps.
- Maximum upload speed up to 0,740 Mbps.
- Dynamic IP-address.
- No limit on traffic usage (Fair Use Policy)<sup>2</sup>.
- 1 mailbox included (mailbox size: 2500Mb, 3 aliases, anti-virus and anti-spam are included).
- Service Level Agreement for DSL (Next Business Day).

## Speeds of the internet service and remedies<sup>3</sup>

The advertised maximum speed of up to 12 Mbps for download and up to 0,740 Mbps for upload is the value of the speed that edpnet mentions in all its commercial communications around the ADSL Small Business subscription. It is a theoretical maximum speed that depends on the distance between the connection point and the DSL equipment, the load on the network, the quality of the internal cabling and the computer used, the quality of the wireless network (Wi-Fi)... The presumably achievable speed at a location can be tested on [this edpnet page](#). After activation of the subscription, the current speed profile can be viewed via [my.edpnet.be](#), via the widget "My Internet", by clicking on "Manage my subscription".

Problems with the speed you achieve? Create a helpdesk ticket. Not satisfied with the solution? Contact customer service via the above contact details. Not satisfied with the solution? Contact the Telecommunications Ombudsman's Office<sup>4</sup>.

## Price<sup>5</sup>

- |   |                                     |
|---|-------------------------------------|
| - Activation fee                            | € 50,00 one-off                     |
| - Subscription fee                          | € 45,95 per month                   |
| - Installation methods                      |                                     |
| o Do-it-yourself installation               | Free of charge                      |
| o Telecom installation (if found necessary) | € 41,28 one-off                     |
| o Worry-free installation                   | € 123,97 one-off                    |
| - Hardware                                  |                                     |
| o FRITZ!Box 7530 AX modem on loan           | Free of charge                      |
| o Managed Services: FRITZ!Box 7530 AX       | € 95,00 one-off + € 10,00 per month |

## Duration, renewal and termination

- The contract is concluded for a minimum contract period of twelve (12) months. In the event that the subscriber cancels the contract in the course of the first six (6) months after the entry into force, edpnet reserves the right to claim compensation equal to the totality of the monthly subscription fee due up to the end of the first six (6) months of the contract.
- Without written notice before the expiry date of the minimum contract period, the contract will be automatically renewed for an indefinite period, after which it can be terminated at any time without compensation.

## Features for end-users with disabilities

No specific products or services available.

<sup>1</sup> Article 102(3) of Directive (EU) 2018/1972 of the European Parliament and of the Council of 11 December 2018 establishing the European Electronic Communications Code (OJ L 321, 17.12.2018, p. 36).

<sup>2</sup> This means that all usage is "fair" as long as no other customer experiences problems due to the heavy usage of a single customer.

<sup>3</sup> [Decision of the BIPT Council of 2 May 2017 regarding the communication of the speed of a fixed or mobile broadband connection](#), page 3 and 4.

<sup>4</sup> Telecommunications Ombudsman's Office, Koning Albert II-laan 8 bus 3, 1000 Brussels - mail: [klachten@ombudsmantelecom.be](mailto:klachten@ombudsmantelecom.be) - tel. 02 223 09 09 - fax. 02 219 86 59.

<sup>5</sup> Prices quoted are exclusive of VAT.