

## 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 the Fiber GPON network.
- Maximum download speed up to 150 Mbps.
- Maximum upload speed up to 50 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 Fiber GPON (Next Business Day).

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

The advertised maximum speed of 150 Mbps for download and 50 Mbps for upload is the speed that can be achieved with a Fiber Small Business subscription in normal circumstances. The actual speed experienced depends on the quality of the internal cabling, the computer used and the quality of the wireless network (Wi-Fi). However, in exceptional cases also of the load on the network.

Problems with the speed you achieve? Create a helpdesk ticket. Not satisfied with the solution? Contact customer service via the above contact details. Not yet 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 (if no hardware in Managed Services) |                                     |
| o Do-it-yourself installation                               | Free of charge                      |
| o Fiber Intro-point & NT Installation (if found necessary)  | Free of charge                      |
| o Fiber NT Installation (if found necessary)                | Free of charge                      |
| o Worry-free installation for fiber                         | € 82,64 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 agreement is concluded for a minimum contract period of 12 months. Unless the customer/subscriber gives written notice before the expiry of the initial period, the agreement will be automatically extended for an indefinite period.
- The customer/subscriber with a maximum of 9 employees can terminate the agreement at a self-chosen moment, even if this is immediate. The customer/subscriber with more than 9 employees can be held to a notice period of maximum 1 month upon termination of the agreement after its tacit renewal for an indefinite period.
- If the customer/subscriber decides to terminate the agreement early during the minimum term, compensation for early termination of the agreement can be claimed by law. For a customer/subscriber with more than 9 employees, this compensation is equated to the sum of the remaining monthly amounts up to and including the end of the minimum term. For a customer/subscriber with a maximum of 9 employees, the compensation is limited to the totality of the monthly subscription fee that is still due until the end of the first 6 months after the entry into force of the agreement.
- The burden of proof of the number of employees lies with the customer/subscriber.

## 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> The speeds shown are for informational purposes only and have no contractual value. [More information is available here.](#)

<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.