

## 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 residential use via VDSL2 technology.
- Maximum download speed up to 20 Mbps.
- Maximum upload speed up to 2 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).

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

- Maximum 19,53 Mbps download - 1,98 Mbps upload
- Minimum 9,18 Mbps download - 1,28 Mbps upload
- Normal 19,29 Mbps download - 1,98 Mbps upload

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 € 25,95 per month
- Installation methods
  - o Do-it-yourself installation Free of charge
  - o Telecom installation (if found necessary) € 49,95 one-off
  - o Worry-free installation € 150,00 one-off
- Hardware
  - o FRITZ!Box 7530 AX € 109,00 one-off
  - o Mesh Wi-Fi AX Bundle (= FRITZ!Box 7530 AX + FRITZ!Repeater 1200 AX) € 198,00 one-off

## Duration, renewal and termination

- The contract is concluded for a minimum contract period of six (6) 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> The speeds shown are for informational purposes only and have no contractual value. They are an average representation of measurements carried out on the connection address of edpnet customers, and should therefore be interpreted as such. [More information is available here](#). 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".

<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 include VAT.