

Internet Start & Internet Start (Fiber)

Contract summary

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

Services and equipment

Fixed Internet Access:

- 100 GB/month download volume, then surf at reduced speed of 1 Mbps or at normal speed with the purchase of additional volume (per package of 20 GB).
- 10 GB storage space in your personal Proximus Cloud
- Smart Wi-Fi: always a stable and fast connection
- Internet modem included

Speeds of the internet service and remedies

Fixed Internet Access	Speed	
	Download	Upload
min	(1)	(1)
Normally available	(1)	(1)
max	(1)	(1)

(1) Your Fixed Internet Speed depends on your address, see [Speedtest internet connection | Proximus](#) and select Internet Start

If despite a normal use, the service quality of the Internet service presents a continuous or recurrent discrepancy, the consumer can lodge a complaint with the Customer service.

Price

Subscription (in € per month, VAT included) : €27.5 (€42.95 for the fiber version if available at your address)

Installation costs (in €, VAT included): €59

Compatible options:

[Extra volume Fixed Internet \(€5/20 GB VAT incl. for Internet Start\)](#)

[Internet options](#)

Duration, renewal and termination

Undefined term. Termination, in writing, at any time and free of charge.

Features for end-users with disabilities

Detailed information on adapted solutions: www.proximus.be/handicap

Other relevant information

Prices and descriptions under reserve of errors, of any applicable promotion and subject to change. Only the prices in force at the time of subscription to the concerned service, product or option have contractual value.

⁽¹⁾ Article 102 (3), of Directive (UE) 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)