

Professional Internetsolutions on 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 :

Professional Internet products offered on fiber, using GPON technology:

| | FullFiber | FullFiber Extended | Internet Pro+ Essential FullFiber |
|---|---|------------------------------------|------------------------------------|
| Equipment | Bbox | One Access (LTE) | ONT (modem) |
| Internet access via a fix line | Included | Included | Included |
| Monthly internetvolume | Unlimited (no FUP) | Unlimited (no FUP) | Unlimited (no FUP) |
| IPv4-address | Static | Static | Static |
| IPv6-block | Dynamic | Static | Static |
| SLA | 5h repair within the intervention window* | Repair by end of next business day | Repair by end of next business day |
| Wifi | Standard included | Standard included | Not applicable |
| DNS | .be included | .be included | Not applicable |
| 10 e-mailaddresses | Included | Not applicable | Not applicable |
| Mobile backup (backupconnectivity via 4G-network) | Not applicable | Included | Not applicable |

* The intervention window is from Mon-Fri 8h-22h and Sat 8h-16h30. Outside these hours the 'stop-clock' principle applies.

Optionally :

| | Internet Pro | Internet Pro+ | Internet Pro+ Essential |
|--------------------------------------|----------------|----------------|-------------------------|
| Telephony (via VoIP) | Optional | Optional | Not applicable |
| IP pack (extra fixed IPv4-addresses) | Not applicable | Optional | Optional |
| FullFiber Boost Pro (speedincrease) | Optional | Not applicable | Not applicable |
| Extended Boost Pro (speedincrease) | Not applicable | Optional | Optional |

(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 (O J L 321, 17.12.2018, p.36)

| | | | |
|---|----------------|----------|----------|
| Premium SLA (5h repair within the intervention window*) | Not applicable | Optional | Optional |
|---|----------------|----------|----------|

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 www.proximus.be/internetspeed. and select Internet Pro+ Essential FullFiber , FullFiber or FullFiber Extended.

Price

| Price in €, VAT excl. | FullFiber | FullFiber Extended | Internet Pro+ Essential FullFiber |
|-------------------------|-------------------|--------------------|-----------------------------------|
| Monthly rental | €97/m | €117/m | €97/m |
| Included options | €0 | €0 | €0 |
| Additional fixed prices | €450 installation | €450 installation | €250 installation |

Other compatible options: price on demand (depending on configuration)

Duration, renewal and termination

Initial fixed term of 12 months. Thereafter, the contract is tacitly renewed for an indefinite period. Written cancellation at any time with a notice period of 1 month. Service charges are due until the service is deactivated. In case of early termination during one fixed term, the termination indemnity as stipulated in the contract is due.

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.

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