

Professional Internet solutions 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	FullFiber Extended Essential
Equipment	See table below	See table below	See table below
Internet access via a fix line	Included	Included	Included
Monthly internet volume	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 in case of One Access 2561 (5G) or One Access 641 (5G))	Not applicable
10 e-mailaddresses	Included	Not applicable	Not applicable

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

Optionally :

	FullFiber	FullFiber Extended	FullFiber Extended Essential
Telephony (via VoIP)	Optional	Optional	Not applicable
IP pack (extra fixed IPv4-addresses)	Not applicable	Optional	Optional
Mobile backup (backup connectivity via mobile network)	Not applicable	Optional	Not applicable
FullFiber Boost Pro (speed increase)	Optional	Not applicable	Not applicable

⁽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)

Fiber Up (speedincrease)	Not applicable	Optional	Optional
Fiber Fast (speedincrease)	Not applicable	Optional	Optional
Fiber Express (speedincrease)	Not applicable	Optional	Optional
Medium SLA (Same day repair*)	Not applicable	Optional	Optional
Premium SLA (5h repair within the intervention window**)	Not applicable	Optional	Optional
DDOS Protection on Fiber	Optional	Optional	Optional

* In case the incident is reported before 16h30 on Mo-Fr and before 13h on Saturday

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

Equipment

FullFiber	
Internet Box	Included

FullFiber Extended	Without any boost option	With 'Extended Boost Pro' or 'Fiber Up'	With 'Fiber Fast' or 'Fiber Express'
One Access 521 (LTE)	Included	Not available	Not available
One Access 2501 (LTE)	Not available	Included	Not available
One Access 2561 (5G) or One Access 641 (5G)	Not available	Optional	Included

FullFiber Extended Essential	
ONT	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 and, if applicable, the requested boost option.

See www.proximus.be/professional/internetspeed and select FullFiber, FullFiber Extended or FullFiber Extended Essential.

Price

Price in €, VAT excl.	FullFiber	FullFiber Extended	FullFiber Extended Essential
Monthly rental	€106,54/month	€94,00/month	€94,00/month
Included options	€0,00	€0,00	€0,00
Additional fixed prices	€250,00 installation	€250,00 installation	€250,00 installation

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

(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)

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.

⁽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)