

Professional Internet solutions on copper

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 copper, using VDSL technology. (and in exceptional cases via ADSL technology) :

| | Internet Maxi with Bizz Services |
|--------------------------------|--|
| Equipment | Bbox/Internet Box |
| Internet access via a fix line | Included |
| Monthly internet volume | FUP – 3 TB |
| IPv4-address | Dynamic |
| IPv6-block | Dynamic |
| SLA | Same day repair* |
| Wifi | Standard included |
| IT assistant | 1 intervention by phone per month included |
| 6 e-mail addresses | Included |

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

Optionally :

| | Internet Maxi with Bizz Services |
|---------------------------|---|
| Telephony (via VoIP) | Optional |
| Fixed IPv4-address option | Optional |
| TV | Optional |
| Volume packs | Optional (for free) |

Speeds of the internet service and remedies

| Fixed Internet Access | Speed | |
|-----------------------|----------|--------|
| | Download | Upload |
| Min | (1) | (1) |
| Usually available | (1) | (1) |

⁽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)

| | | |
|-----|-----|-----|
| Max | (1) | (1) |
|-----|-----|-----|

(1) Your fixed internet speed depends on your address, see www.proximus.be/professional/internetspeed and select Internet Pro, Internet Pro+ or Internet Pro+ Essential.

Price

| | |
|-------------------------|----------------------------------|
| Price in €, VAT excl. | Internet Maxi with Bizz Services |
| Monthly rental | €51,90/m |
| Included options | €0 |
| Additional fixed prices | €48,76 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.

(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)