

Professional Internet solutions on copper (temporary)

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 Pro+ (temporary)
Equipment	One Access 521 (LTE)
Internet access via a fix line	Included
Monthly internet volume	Unlimited (no FUP)
IPv4-address	Static
IPv6-block	Static
SLA	Repair by end of next business day
Wifi	Standard included
IT assistant	Not applicable
10 e-mail addresses	Not applicable
Mobile back-up (backup connectivity via mobile network)	Included

Optionally :

	Internet Pro+ (temporary)
Equipment	One Access 621 – 5G
Telephony (via VoIP)	Optional
IP pack (extra fixed IPv4-addresses)	Optional
Medium SLA (Same day repair*)	Optional
Premium SLA (5h repair within the intervention window**)	Optional

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

⁽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)

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

Speed of the internet service

Fixed Internet Access	Speed	
	Download	Upload
Min	(1)	(1)
Max (2)	(1)	(1)
Usually available	The actual speed depends on your address and can be communicated on request to Customer care after activation of the internet access	

- (1) Your fixed internet speed depends on your address, see www.proximus.be/professional/internetspeed and select Internet Pro+
- (2) Estimated maximum speed available in more than 50% of lines with your configuration.

Price

Price in €, VAT excl.	Internet Pro+(temporary)
Monthly rental	€93,90/m
Additional fixed prices	€500 installation

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

Duration, renewal and termination

- Fixed term of less than 12 months to be determined by the customer.
- The service will be terminated on the date defined by the customer at the time of contract subscription.
- Service fees due until deactivation of the service. In case of early termination, the contractually agreed termination fee will be due.

Features for end-users with disabilities

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

Other relevant information

Prices and descriptions are subject to error, to any applicable promotion and to subsequent modification. Only the prices in force at the time of subscription to the service, product or option are contractually binding.

By submitting his order, the customer accepts the general and specific terms and conditions as well as the other pre-contractual information available at www.proximus.be/legalmentions

(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)