

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 Pro	Internet Pro+	Internet Pro+ Essential
Equipment	Bbox/Internet Box	One Access 521 (LTE)	Amod (modem)
Internet access via a fix line	Included	Included	Included
Monthly internet volume	Unlimited (no FUP)	Unlimited (no FUP)	Unlimited (no FUP)
IPv4-address	Dynamic	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
10 e-mail addresses	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 :

	Internet Pro	Internet Pro+	Internet Pro+ Essential
Equipment (One Access 2501 (LTE))	Not applicable	Optional	Not applicable
Mobile back-up (backup connectivity via mobile network)	Not applicable	Optional	Not applicable
Telephony (via VoIP)	Optional	Optional	Not applicable
IP pack (extra fixed IPv4-addresses)	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 (OJ L 321, 17.12.2018, p.36)

Fixed IPv4-address option	Optional	Not applicable	Not applicable
DDOS Protection on Copper	Optional	Optional	Optional
Medium SLA (Same day repair*)	Not applicable	Optional	Optional
Premium SLA (5h repair within the intervention window**)	Not applicable	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.

Speeds of the internet service and remedies

Fixed Internet Access	Speed	
	Download	Upload
Min	(1)	(1)
Max (2)	(1)	(1)
Normally 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, Internet Pro+ or Internet Pro+ Essential.

(2) Estimated maximum speed available in more than 50% of lines with your configuration.

Price

Price in €, VAT excl.	Internet Pro	Internet Pro+	Internet Pro+ Essential
Monthly rental	€72,34/m	€92/m	€92/m
Included options	€0	€0	€0
Additional fixed prices	€48,76 installation	€250 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

⁽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)

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.

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)