

Professional Internet solutions on fiber (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 fiber, using GPON technology.

	FullFiber Extended (temporary)
Equipment	See table below
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 (not applicable in case of 'One Access 641 – 5G')
10 e-mail addresses	Not applicable
Mobile backup (backup connectivity via mobile network)	Included

Optionally :

	FullFiber Extended (temporary)
Telephony (via VoIP)	Optional
IP pack (extra fixed IPv4-addresses)	Optional
Fiber Up (speed increase)	Optional
Fiber Fast (speed increase)	Optional
Fiber Express (speed increase)	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

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

Equipment

⁽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)

FullFiber Extended (temporary)	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 621 – 5G	Not available	Included	Not available
One Access 641 - 5G	Not available	Optional	Included

Speeds of the internet service and remedies

Fixed Internet Access	Speed	
	Download	Upload
Min, normally available, Max	920 Mbps (Temporary FullFiber Extended+ Fiber Up) 2300 Mbps (Temporary FullFiber Extended + Fiber Fast) 7820 Mbps (Temporary FullFiber Extended + Fiber Express)	460 Mbps (Temporary FullFiber Extended + Fiber Up) 920 Mbps (Temporary FullFiber Extended + Fiber Fast) 1380 Mbps (Temporary FullFiber Extended + Fiber Express)

Price

Price in €, VAT excl.	FullFiber Extended (temporary)
Monthly rental	€165/m
Additional fixed prices	€900 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 (OJ L 321, 17.12.2018, p.36)