

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. :

	Internet Start Fiber	Internet Maxi Fiber with Bizz Services
Equipment	Bbox/Internet Box	Bbox/Internet Box
Internet access via a fix line	Included	Included
Monthly internet volume	FUP – 150 GB	FUP – 3 TB
IPv4-address	Dynamic	Dynamic
IPv6-block	Dynamic	Dynamic
SLA	Best-effort	Same day repair*
Wifi	Standard included	Standard included
E-mail addresses	Included (1)	Included (6)

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

Optionally :

	Internet Start Fiber	Internet Maxi Fiber with Bizz Services
Telephony (via VoIP)	Optional	Optional
Fixed IPv4-address option	Not applicable	Optional
TV	Optional	Optional
Volume packs	Optional	Optional (for free)

Speeds of the internet service and remedies

Fixed Internet Access	Speed	
	Download	Upload
Min, normally available, Max	110 Mbps (Internet Start Fiber)	18,4 Mbps (Internet Start Fiber)

⁽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)

	460 Mbps (Internet Maxi Fiber with Bizz Services)	92 Mbps (Internet Maxi Fiber with Bizz Services)
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Price

Price in €, VAT excl.	Internet Start Fiber	Internet Maxi Fiber with Bizz Services
Monthly rental	€ 35,50/m	€ 57,69/m
Included options	€0	€0
Additional fixed prices	€48,76 installation	€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.

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)