

## Contract summary

- This contract summary provides the main elements of this service offer as required by EU law<sup>1</sup>.
- It helps to make a comparison between service offers.
- Complete information about the service is provided in other documents.

## Services

- Internet access for residential use via the Fiber GPON network.
- Maximum download speed up to 500 Mbps.
- Maximum upload speed up to 100 Mbps.
- Dynamic IP-address.
- No limit on traffic usage (Fair Use Policy)<sup>2</sup>.
- 1 mailbox included (mailbox size: 2500Mb, 3 aliases, anti-virus and anti-spam are included).

## Speeds of the internet service and remedies<sup>3</sup>

The advertised maximum speed of 500 Mbps for download and 100 Mbps for upload is the speed that can be achieved with a Fiber XS subscription in normal circumstances. The actual speed experienced depends on the quality of the internal cabling, the computer used and the quality of the wireless network (Wi-Fi). However, in exceptional cases also of the load on the network.

Problems with the speed you achieve? Create a helpdesk ticket. Not satisfied with the solution? Contact customer service via the above contact details. Not yet satisfied with the solution? Contact the Telecommunications Ombudsman's Office<sup>4</sup>.

## Price<sup>5</sup>

- |   |                   |
|---|-------------------|
| - Activation fee  | Free of charge    |
| - Subscription fee  | € 45,95 per month |
| - Installation methods  |                   |
| o Do-it-yourself installation   | Free of charge    |
| o Fiber Intro-point & NT Installation (if found necessary)            | € 50,00 one-off   |
| o Fiber NT Installation (if found necessary)                          | € 50,00 one-off   |
| o Worry-free installation for fiber                                   | € 100,00 one-off  |
| - Hardware  |                   |
| o FRITZ!Box 7530 AX   | € 109,00 one-off  |
| o Mesh Wi-Fi AX Bundle (= FRITZ!Box 7530 AX + FRITZ!Repeater 1200 AX) | € 198,00 one-off  |

## Duration, renewal and termination

- The contract is concluded for a minimum contract period of six (6) months. In the event that the subscriber cancels the contract in the course of the first six (6) months after the entry into force, edpnet reserves the right to claim compensation equal to the totality of the monthly subscription fee due up to the end of the first six (6) months of the contract.
- Without written notice before the expiry date of the minimum contract period, the contract will be automatically renewed for an indefinite period, after which it can be terminated at any time without compensation.

## Features for end-users with disabilities

No specific products or services available.

<sup>1</sup> Article 102(3) of Directive (EU) 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).

<sup>2</sup> This means that all usage is "fair" as long as no other customer experiences problems due to the heavy usage of a single customer.

<sup>3</sup> The speeds shown are for informational purposes only and have no contractual value. [More information is available here.](#)

<sup>4</sup> Telecommunications Ombudsman's Office, Koning Albert II-laan 8 bus 3, 1000 Brussels - mail: [klachten@ombudsmantelecom.be](mailto:klachten@ombudsmantelecom.be) - tel. 02 223 09 09 - fax. 02 219 86 59.

<sup>5</sup> Prices quoted include VAT.