

## 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 business use via VDSL2 technology.
- Maximum download speed up to 100 Mbps.
- Maximum upload speed up to 40 Mbps.
- Fixed IP-address.
- No limit on traffic usage (Fair Use Policy)<sup>2</sup>.

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

The advertised maximum speed of up to 100 Mbps for download and up to 40 Mbps for upload is the value of the speed that Citymesh mentions in all its commercial communications around the DSL Pro subscription. It is a theoretical maximum speed that depends on the distance between the connection point and the DSL equipment, the load on the network, [DLM \(Digital Line Management\)](#), the quality of the internal cabling and the computer used, the quality of the wireless network (Wi-Fi)... The presumably achievable speed at a location can be tested on [this page](#). After activation of the subscription, the current speed profile can be viewed via the Citymesh customer portal.

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

## Price<sup>5</sup>

- Activation fee € 100 one-off
- Subscription fee € 80 per month
- Hardware
  - o Managed Services: FRITZ!Box 6890 LTE Free of charge

## Duration, renewal and termination

- The agreement is concluded for a minimum contract period of 12 months. Unless the customer gives written notice before the expiry of the initial period, the agreement will be automatically extended for an indefinite period.
- The customer with a maximum of 9 employees can terminate the agreement at a self-chosen moment, even if this is immediate. The customer with more than 9 employees can be held to a notice period of maximum 1 month upon termination of the agreement after its tacit renewal for an indefinite period.
- If the customer decides to terminate the agreement early during the minimum term, compensation for early termination of the agreement can be claimed by law. For a customer with more than 9 employees, this compensation is equated to the sum of the remaining monthly amounts up to and including the end of the minimum term. For a customer with a maximum of 9 employees, the compensation is limited to the totality of the monthly subscription fee that is still due until the end of the first 6 months after the entry into force of the agreement.
- The burden of proof of the number of employees lies with the customer.

## Features for end-users with disabilities

No specific products or services available.

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<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> [Decision of the BIPT Council of 2 May 2017 regarding the communication of the speed of a fixed or mobile broadband connection](#), page 3 and 4.

<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 are exclusive of VAT.