

Contract summary

- This contract summary provides the main elements of this service offer as required by EU law¹.
- 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 the Fiber GPON network.
- Maximum download speed up to 50 Mbps.
- Maximum upload speed up to 10 Mbps.
- Dynamic IP-address.
- No limit on traffic usage (Fair Use Policy)².

Speeds of the internet service and remedies³

The advertised maximum speed of 50 Mbps for download and 10 Mbps for upload is the speed that can be achieved with a Citymesh Fiber Basic 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 Office⁴.

Price⁵

- Activation fee € 50 one-off
- Subscription fee € 35 per month
- Installation methods
 - o Worry-free installation Free of charge
- Hardware
 - o FRITZ!Box 7530 AX on loan 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.

¹ 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).

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

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

⁴ Telecommunications Ombudsman's Office, Koning Albert II-laan 8 bus 3, 1000 Brussels - mail: klachten@ombudsmantelecom.be - tel. 02 223 09 09 - fax. 02 219 86 59.

⁵ Prices quoted are exclusive of VAT.