

## 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

- Mobile internet subscription.
- Includes 50 GB data traffic per month.
- Mobile data bundle valid in Belgium and the EU.
- "edpnet Mobile 400min/sms" or "edpnet Mobile unlimited voice & SMS" subscription required.
- Roaming outside the EU roaming zone is blocked by default. A written request for activation thereof can be submitted.
- Mobile usage can be monitored via [my edpnet](#).
- Fair use means that an edpnet Mobile subscription is only intended for individual use by a private edpnet customer. It is not intended for use that is inconsistent with that expected of a normal private user. In case of unreasonable use, edpnet reserves the right to suspend and / or terminate the agreement and / or to take other measures. For more details, we refer to article 13.3 of the [edpnet Mobile conditions](#).

## Speeds of the internet service and remedies

Maximum estimated speed:

- o 2G: 254 Kbps download / N/A upload
- o 4G: 350 Mbps download / 70 Mbps upload

The maximum estimated speed is the value of the speed that the edpnet Mobile customers can expect in different places of the covered territory under realistic usage conditions. These values were determined by Citymesh based on objective measurement campaigns and are the average of the measurements carried out over the territory. In certain cases, the customer may not reach these maximum values due to possible limitations of the mobile equipment. Other factors influencing the maximum estimated speeds are the number of co-users connected to the same cell tower at the same time and the type of service the customer uses (Apps, website, e-mail services). The distance between the end-user device and the cell tower, the geographic and climatic conditions, the indoor use (including the characteristics of the building) and the outdoor use of the mobile service also affect the speed reached at a given location at a given moment.

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>2</sup>.

## Price<sup>3</sup>

- Subscription fee € 15,00 per month
- Consumption outside bundle € 0,0036/MB
- Consult the rates for international data usage via [this PDF](#)
- Billing Per MB
- 5G Boost € 3,00 per month

## Duration, renewal and termination

- The agreement has an initial term of one (1) month from the effective date. In the event of termination within the initial term of the contract, the volume included but not consumed will not be reimbursed pro rata.
- Without written notice before the expiry date of the minimum contract period, the contract will automatically be renewed for an indefinite period, after which it can be terminated at any time without compensation.
- After termination of the contract, a final settlement of call costs not yet charged can follow.

## 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> 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>3</sup> Prices quoted include VAT.