

CONTRACT SUMMARY

SCARLET INTERNET POCO

Proximus PLC under Public Law
Bd. Du Roi Albert II 27
B-1030 Brussels
Customer service +32 2 275 27 27

This contract summary provides the main elements of this service offer as required by the EU law¹. It helps to make comparison between service offers. Complete information about the service is provided in other documents.

Services and equipment

Fixed internet

- 50 GB/month download volume included, then surf at reduced speed of 3 Mbps (download) and 1 Mbps (upload) or at normal speed with the purchase of additional volume (one-time or recurring)
- Internet modem included on rental basis (€0)

Available option: Extra Volume option 50GB extra volume for €3/month

Speeds on the internet service and remedies

Fixed internet	Download speed	
	Download	Upload
	Min: (1)	Min: (1)
	Normally available: (1)	Normally available: (1)
	Max: (1)	Max: (1)

(1) Your fixed internet speed depends on your address, see, see [Speedtest internet connection](#).

In order to enjoy Scarlet internet, you must have access to the VDSL network. The maximum download speed depends on the distance between the connection point and the telephone central, on your computer installation and your interior cabling.

If the service quality of the Internet service presents a continuous or recurrent discrepancy, the consumer can lodge a complaint via [our contact form](#).

Price

€23/month

New activation: €29

Installation: Free

- o Self-installation (DIY): Set up your Scarlet services easily yourself, without technical knowledge. Your quick installation kit will be delivered to your home within 2 to 3 working days. Receive your equipment, follow the steps, and you're ready!
- o Installation by a technician
 - Is self-installation not possible at your address? Then a technician will come to install your services for free. The installation will be carried out within approximately 10 working days.
 - Is self-installation possible, but you prefer help from a technician? Then you pay €79 for the installation. The installation will be carried out within approximately 10 working days.

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)



Duration, renewal and termination

Undefined term. Termination, in writing, at any time and free of charge.

Features for end-users with disabilities

<https://www.scarlet.be/en/handicap/>

Other relevant information

The abovementioned prices are VAT incl. 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.

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