5G Home Internet

Contract summary

This contract summary provides the main elements of this service offer as required by the EU law [1].

1. Description of the services

Internet volume	Unlimited [2]
Download speed	Up to 100 Mbps
Upload speed	Up to 10 Mbps

2. Internet speed and remedies

Download speed	Up to 100 Mbps [3]
Upload speed	Up to 10 Mbps [3]

Mobile communications rely on radio signals. Due to external factors beyond our control (such as buildings, trees, terrain or other sources of interference) a perfect and uninterrupted connection cannot be guaranteed at all times.

If, despite normal use, the quality of the service repeatedly falls short of the estimated maximum speed, consumers can submit a complaint to our customer service.

3. Price

Subscription (VAT included):

Monthly subscription	€7
One-time installation fee	€40
Total cost for the first month	€47
Monthly cost from the 2nd month	€7

These prices apply only if the DIGI 5G network is available at the specified address.

Options:

Option	Pricing	Remarks
Wi-Fi booster ZTE H3600P	€1/month	Up to 3 devices
Wi-Fi booster ZTE F8648P	€4/month	Up to 3 devices

4. Duration, renewal and termination

Your contract is initially concluded for a period of one month. After that, it will be automatically renewed for an indefinite period. You can terminate your contract at anytime, free of charge.

5. Equipment

Equipment provided:

- 5G antenna
- Wi-Fi router (Wi-Fi 6)
- Cabling

All equipment remains the property of DIGI unless otherwise stated. Upon termination of the contract, the equipment must be returned to DIGI. If it is not returned, a non-restitution fee may apply, as set out in the applicable Price List.

6. Features for end-users with disabilities

Not applicable.

7. Other relevant information

Prices and descriptions are subject to errors, changes, and any promotional offers. Only the prices applicable at the time of registration for a service, product, or option are legally binding.

By placing the order, the customer accepts the general and specific terms and conditions, available at: www.digi-belgium.be/en/general-terms-and-conditions.

8. References

(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).

(2) The service includes unlimited data. In accordance with our terms and conditions, you can browse at maximum speed up to 300 GB per month. After exceeding 300 GB, speeds are reduced to 2 Mbps download and 1 Mbps upload until the start of the next billing month.

(3) The advertised speeds are theoretical maximum speeds. The actual speed at the customer's home may vary and depends on several factors, such as the installation and equipment used, network traffic, the number of simultaneous users, network conditions and how the connection is used. Optimising these factors helps achieve the best possible speed.