Fiber

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

Fiber 500 Mbps	Fiber 1 Gbps	Fiber 10 Gbps
Unlimited volume	Unlimited volume	Unlimited volume
Wi-Fi 6 router	Wi-Fi 6 router	Wi-Fi 7 router

2. Internet speed and remedies

	Fiber 500 Mbps		Fiber 1 Gbps		Fiber 10 Gbps	
	Download	**Upload**	**Download**	**Upload**	**Download**	**Upload**
Minimum speed	490 Mbps	494 Mbps	932 Mbps	811 Mbps	6749 Mbps	6927 Mbps
Normal speed	492 Mbps	494 Mbps	936 Mbps	925 Mbps	7028 Mbps	7627 Mbps
Maximum speed	494 Mbps	496 Mbps	943 Mbps	941 Mbps	8144 Mbps	7720 Mbps

The minimum speed is achieved in 99% of measurements, the normal speed in 90%, and the maximum speed is the highest speed measured under optimal conditions.

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):

Fiber 500 Mbps	Fiber 1 Gbps	Fiber 10 Gbps
€10/month + free installation	€15/month + free installation	€20/month + free installation

These prices apply only when the DIGI fiber network is available at the specified address.

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Options:

Option	Pricing	Remarks
Wi-Fi Booster (ZTE H3600P)	€1/month	Up to 3 devices
Landline	€2.50/month	1 phone number + unlimited calls in Belgium

Tariffs related to fixed consumption are not included in the subscription (international tariffs).

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:

- Optical Network Terminal (ONT)
- Wi-Fi router (Wi-Fi 6 or Wi-Fi 7, depending on the subscribed plan)
- 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).