

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⁾

If despite a normal use, the service quality of the internet service presents a continuous or recurrent discrepancy in comparison with the estimated maximum speed, the consumer can lodge a complaint with 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



Questions? Call our customer service at 02 870 41 41 (8:00-22:00).

DIGI Communications Belgium SA
Gasthuisstraat / Rue de l'Hôpital, 31
1000 Brussels

IBAN BE39 3632 4640 7019
BIC BBRUBEBB
BTW BE0803.299.956

4. Duration, renewal and termination

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

5. Equipment

Equipment provided:

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

All equipment remains the property of DIGI unless stated otherwise. Upon termination of the contract, the equipment must be returned; otherwise, replacement fees may apply.

6. Features for end-users with disabilities

Not available.

7. Other relevant information

Prices and descriptions are 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.

By submitting his 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.

