

BASIC

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Contract summary

This contract summary sets out the main features of this service offer, as required under EU law¹. It enables the comparison of service offers. Full details of the service can be found in other documents.

Services and equipment

Plan enabling national and international communications.

Internet speeds and remedies

Price

Plan/equipment	One-off unit charges excl. VAT	Ongoing monthly unit charges excl. VAT	VAT rate
BASIC		€0.0000	17
Total excl. VAT with special offer	€0.0000		
3% VAT with special offer	€0.0000		
17% VAT with special offer	€0.0000		
TOTAL incl. tax with special offer	€0.0000		
Total excl. VAT without special offer		€0.0000	
3% VAT without special offer		€0.0000	
17% VAT without special offer		€0.0000	
TOTAL incl. tax without special offer		€0.0000	

Extra charges may apply if plan volumes are exceeded. Further information can be found at <https://business.post.lu/en/particuliers/conditions-des-offres>.

Term, renewal and termination

The minimum contract term is 12 months. The customer may subscribe to options with a different contract term, it being understood that this term may not exceed the minimum contract term of the offer. Beyond this, the Contract is automatically kept in its initial state indefinitely. During this period, the Contract may be terminated at any time by giving one month's notice. It is also possible to terminate the Contract early, again giving one month's notice, but in this case you will be charged cancellation fees equivalent to all monthly payments due until the contract expires. You will also be asked to pay the outstanding value of the hardware as its price is subsidised through the monthly subscription. All contract termination notifications must be sent by registered letter, express message or, if available to the customer in question, via the customer's online personal space provided by POST Telecom. The customer also has the option to complete and sign a termination form in a physical POST Telecom point of sale.

Characteristics for the attention of end users with disabilities

If necessary, the customer may contact POST Telecom S.A. using the details provided above.

Other useful information

Further information on the contract terms is available in the Basic rate plan, and the general and special terms and conditions, which can be downloaded at <https://business.post.lu/en/particuliers/conditions-des-offres>.

¹ Article 102, paragraph 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 of 17/12/2018, p. 36).