

BAMBOO

POST TELECOM S.A.
 1, rue Emile Bian
 L-2996 LUXEMBOURG
 8002 8004 (+352 2424 8004 from abroad)
www.post.lu/contact.telecom@post.lu
 Business licence: 00116288 / 55

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

BAMBOO Trio S+ internet access, landline (Talk L) and TV (Watch XL) offer including

- Unlimited calls to landlines in Luxembourg, unlimited evening & weekend calls to all mobiles in Luxembourg, 120 minutes to Zone 1 landlines + 60 minutes to Zone 1 mobiles
- 1 HD/4K decoder – TV Guide – Access to VOD & Packages with 120 channels – 7d Replay – 400 hrs nPVR recording – PostTV Go – Applications + 1 VOD included/month + 4 custom channels (Entertain me S)
- Unlimited data.

Internet speeds and remedies

Maximum download (upload) speed: 20 (10) Mbps.

Generally available download (upload) speed: use the online tool at <https://support.post.lu/particuliers/internet/speed-test/test-de-la-bande-passante/comment-connaître-le-debit-théorique-de-ma-ligne-internet-#/>.

Minimum download (upload) speed: 1 (128) Mbps

The speeds mentioned above are not guaranteed. For more information on Internet speeds, please visit: Terms of the offers - POST. If necessary, you may contact POST using the form available in the details section above. The customer may also use the remedies described in the general terms and conditions of sale.

Price

Plan/equipment	One-off unit charges excl. VAT	Ongoing monthly unit charges excl. VAT	VAT rate
BAMBOO activation fee	€84.6154		17
BAMBOO S+ plan – internet part		€25.7700	17
BAMBOO S+ plan – TV part		€28.9700	3
Talk L option		€4.2735	17
Watch XL option		€11.1111	17
Watch XL advantage		€-2.5641	17
FRITZ!BOX HOMESERVER 7530	€50.4273		17
Total excl. VAT with special offer		€67.5605	
3% VAT with special offer		€0.8691	
17% VAT with special offer		€6.5604	
TOTAL incl. tax with special offer		€74.9900	
Total excl. VAT without special offer	€135.0427	€70.1246	
3% VAT without special offer	€0.0000	€0.8691	
17% VAT without special offer	€22.9572	€6.9963	
TOTAL incl. tax without special offer	€157.9999	€77.9900	

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 24 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

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).

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 BAMBOO 2 rate plan, and the general and special terms and conditions, which can be downloaded at <https://business.post.lu/en/particuliers/conditions-des-offres>.