

1 Introduction

This document provides information about the open internet in accordance with the regulation 2015/2120 (EU) of the European Parliament and the European Council.

The present regulation relates to measures applicable to guarantee an internet open to everyone and accessible by all means in a non-discriminative manner.

This document forms an integral part of the contract between the client and cegecom s.a. and applies to all fixed network offers from cegecom s.a.

The generalities regarding the quality of the service for internet access as well as traffic management measures implemented by cegecom s.a., furthermore the remedies available in case of significant discrepancy with effective service performance, are presented here.

2 Internet Traffic Management

Cegecom s.a. proactively takes measures in order to limit the risks of saturation on the internet on its network.

This permanent network occupation analysis allows cegecom s.a. the adaptation of their fixed network scaling where necessary in order to deliver the best permanent service to its clients.

An occasional network saturation stays however possible despite the measures taken.

The clients will thus note a slowdown of their internet traffic.

This latency emerges for instance in stuttering online videos or prolonged download times for websites or documents (sending and receiving).

Such latencies can obviously also appear due to the operation of the client's equipment (desktop PC, notebook, smartphone) or other reasons.

It should also be noted that the data transferred via the internet can be categorised in order to allow certain service categories to be prioritised over others, especially those whose light transmission delays have an impact on the service quality, in case of network congestion or to maintain the integrity of the network.

The VOIP / SIP service can thus be prioritised over email transfers in case of potential congestion.

These traffic management measures, if established, have an identical impact on the functioning of applications, regardless of the device used by the client (e.g., smartphone or desktop PC).

3 Volume, Speed, and Flow Rate for Fixed Internet Access Service

3.1 Volume

The volume covered in the services delivered by cegecom s.a. is unlimited.

3.2 Speed and Flow Rate

Both speed and flow rate depend on several elements such as the device being used.

Notebooks or smartphones should in fact be ready to support the speed rates.

Another important element relates to the copper infrastructure.

Copper operates based on electric pulses to send signals while optical fibres can carry a bright signal over long distances without decreasing the signal strength.

In a copper network, this signal is weakened with an increasing distance between the linking point for the network of cegecom s.a. and the termination point installed in the client's building.

Furthermore, the quality of the internal cable network in the above-mentioned building can heavily influence the flow rate observed by the client.

The announced flow rate can thus not be guaranteed in all circumstances.

The network load during peak hours is another important factor which can influence the observed flow rate in the client's building.

The effective speed you can attain thus depends on the following technical factors:

- The distance between the connection point and the client's building
- The underlying DSL / FTTH technology
- The internet service ordered
- The network load during peak hours
- The quality of the internal cable network
- The processor power of your device
- The simultaneous use of your bandwidth by multiple devices

The theoretic announced maximum speed can only be reached if all the above-mentioned factors are optimised.

3.3 Fixed Internet Offers: Descriptive Table

Below are the flow rates following the regulation (EU) of 25 November 2015 (2015/2120) for fixed internet offers by cegecom s.a.:

3.3.1 Offers COMPLETE

Commercial Offer	Advertised Flow Rate Downstream Upstream		Standard Available Flow Rate Minimum Available Flow Rate
COMPLETE XS	20 Mbps	768 Kbps	During peak hours: 30 % of maximum flow rate During off-peak hours: 70 % of maximum flow rate
COMPLETE S	30 Mbps	10 Mbps	
COMPLETE M	100 Mbps	50 Mbps	During peak hours: 70 % of maximum flow rate
COMPLETE L	500 Mbps	250 Mbps	During off-peak hours: 90 % of maximum flow rate
COMPLETE XL	1 Gbps	500 Mbps	

3.3.2 Offers ONLINE BUSINESS

Commercial Offer	Advertised Flow Rate Downstream Upstream		Standard Available Flow Rate Minimum Available Flow Rate
ONLINE BUSINESS XS	20 Mbps	768 Kbps	During peak hours: 30 % of maximum flow rate During off-peak hours: 70 % of maximum flow rate
ONLINE BUSINESS S	30 Mbps	10 Mbps	
ONLINE BUSINESS M	100 Mbps	50 Mbps	During peak hours: 70 % of maximum flow rate
ONLINE BUSINESS L	500 Mbps	250 Mbps	During off-peak hours: 90 % of maximum flow rate
ONLINE BUSINESS XL	1 Gbps	500 Mbps	

3.3.3 Offers ONLINE CORPORATE

Commercial Offer	Advertised Flow Rate Downstream Upstream		Standard Available Flow Rate Minimum Available Flow Rate
ONLINE CORPORATE	See Contract		During peak hours: 70 % of maximum flow rate During off-peak hours: 90 % of maximum flow rate

Peak hours: from 20.00 to 22.00

4 Available Client Review Procedures

For all questions or complaints concerning our charter “Internet Neutrality & Fixed Internet Access Service Quality” you have the possibility to contact our Network Operation Centre at the phone number found on your contract and / or the Service Acceptance Form issued with the installation of the service.

If the answers provided by cegecom s.a. are not sufficient and / or an answer has not been received within 1 (one) month, the client can:

- refer to the mediation procedure of the ILR by using the form which can be downloaded on the website <https://web.ilr.lu/Mediation/FR/Mediation/Pages/HomePage.aspx> for conflicts concerning electronic communication services
- in all other cases, and on the initiative of the client or cegecom s.a., the conflict will be subject to the Consumer Mediator / Ombudsman or, alternatively, the Civil and Commercial Mediation Centre (<http://www.cmcc.lu/>)

Finally, if none of the aforementioned mediation procedures is introduced or no agreement between the client and cegecom s.a. can be achieved upon the client’s claim, the courts of the Grand Duchy of Luxembourg will have exclusive jurisdiction.