

**CUSTOMER DETAILS**

Mr. Mrs.

all prices incl. VAT

LAST NAME, FIRST NAME

SOCIAL SECURITY NUMBER

STREET AND HOUSENUMBER

POSTAL CODE

CITY

FLOOR/APPART.

PHONE NUMBER

MOBILE NUMBER

Are you already a customer?

yes

no

Change of subscription

yes

no

**SUBSCRIPTION AND OPTIONS****Internet and landline phone** (Contract period: 24 months)

(Check availability)

	Maximum bandwidth	Price per month
LOL FIBER 100 (VDSL)	100 Mb	54,90 € <sup>1)</sup>
LOL FIBER 200 (FIBER)	200 Mb	54,90 € <sup>1)</sup>
Additional number(s)	(up to 5 numbers)	4€/number

**TV** (Contract period: 24 months)

LOLTV 17 €/month

**Option NOW<sup>2)</sup>**

	Maximum bandwidth	Included volume	Price per month
Option NOW	2G/3G/4G	30 GB	<del>24,90€</del> FREE
Rental Hotspot 4G			FREE

IMEI NUMBER HOTSPOT 4G

SIM CARD NUMBER

**INSTALLATION AND HARDWARE****Installation**

<input checked="" type="checkbox"/> Subscription activation	0 €
<input checked="" type="checkbox"/> Installation by technician <sup>3)</sup>	89€ FREE
<input checked="" type="checkbox"/> Fiber cabling (see page 2)	220€ FREE

**Hardware**

Rental FRITZ!Box 7360/5490	4,00 €/month
Rental FRITZ!Box 7490	6,00 €/month
Rental Decoder LOLTV	4,50 €/month
Rental additional decoder LOLTV	5,50 €/month

**PHONE LINE<sup>4)</sup>**

Transfer my existing phone number: analogue ISDN

Please attach a copy of your existing phone bill

PHONE LINE OWNER

NUMBER TO PORT

CUSTOMER NUMBER WITH PREVIOUS OPERATOR

SIGNATURE (PHONE LINE OWNER)

Additional information: Do you own an alarm system?

yes

no

Do you own a fax machine?

yes

no

**PAYMENT AND BILLING DETAILS****Payment**by direct debit (SEPA)  
on bill reception (1,50 € add. costs)**Billing**by e-mail  
by letter (1,50 € add. costs)

I have read and accepted the minimal contract duration, the product specifications and the terms and conditions of Luxembourg Online

DATE

SIGNATURE

1) In case the product is not available at your premises, a sales representative will contact you to propose an alternative 2) Internet connection via 2G/3G/4G network until physical installation of the subscribed internet connection at your premises. Free until installation or up to a maximum of 2 months after signature date, afterwards pro rata billing 24,90 €/month. 30 GB included, 5,00 € per additional GB. No contractual duration. Hotspot dongle (box, cable, sim card and dongle) has to be returned by the customer. 99,00 € charge if not returned or incomplete return. 3) Installation by a technician is conducted within 3-4 weeks and includes: installation of the modem/router and the filter or splitter where applicable, internet access setup on a computer, setup of the telephone line on a telephone, setup of an e-mail account in an e-mail client „Microsoft Outlook“. Call out fee 25€ center and south, 35€ north, in addition to the installation costs. 4) Publication of your contact details in the telephone annuary: a form will be sent to you, which you will have to fill out and send back.

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LAST NAME, FIRST NAME		<div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div></div> SOCIAL SECURITY NUMBER	
STREET AND HOUSENUMBER	POSTAL CODE	CITY	FLOOR/APPART.
PHONE NUMBER	MOBILE NUMBER		
APPARTMENTS ONLY: NAME OF THE RESIDENCE'S CO-OWNERSHIP EXECUTOR/SYNDICATE		PHONE NUMBER	

My internal cabling is compliant for an optical fiber Internet connection

My internal cabling is **not** compliant for an optical fiber Internet connection and I require Luxembourg Online to undertake the necessary works.

**Internal cabling and installation fee for optical fiber Internet: 220,00€**

Installation details:**Appartement:**

- Up to 2 hours of labour (24.00 € per additionnal 15 minutes).
- Laying of fiber cable or network cable (maximum of 50m) from Post services entry point of premisses to first socket of the apartment or network distribution box.
- Protective sleeve for fiber optic cable if necessary.
- A socket or electrical extension has to be accessible at the point of entry of the optical fiber in your apartment

**House:**

- Up to 2 hours of labour (24.00 € per additionnal 15 minutes).
- Laying of fiber cable or network cable (maximum of 50m) from Post services entry point of premisses to first socket if there's no network cabling. If there is, the modem is to be installed at the entry point.
- A socket or electrical extension has to be accessible at the point of entry (usually in the garage or cellar).

Services that are not included (additional fees will apply):

All kind of works that are not listed in the above list, for example:

- Network cable and other hardware to connect other sockets in the premisses.
- Any labour exceeding the included 2 hours.
- Any labour regarding equipment other as the modem itself.
- Call out fee : 25,00 € center and south regions, or 35,00 € for the north.

Services not included and not achievable by LOL technician:

- Any labour to lay the cabling on the outside of the premisses (side of the building, on the roof,...)
- Any labour/work in connection with the security of the building (Fire protection door,...)

**COMMENTS****SIGNATURE**

I have read and accepted the specifications and terms of this document.

PLACE AND DATE

CUSTOMER SIGNATURE

UNIQUE MANDAT REFERENCE (FOR LUXEMBOURG ONLINE SA USE ONLY)

By agreeing to this mandat, you authorise (A) Luxembourg Online S.A. to instruct your bank to debit your account and (B) your bank to debit your account in accordance with the instructions by Luxembourg Online S.A.

You are guaranteed a right of refund by your bank in accordance with the conditions between you and your bank. Any request for refund must be received within 8 weeks following the debit date of your account.

Please complete all fields.

## ACCOUNT HOLDER

LAST NAME, FIRST VORNAME

STREET AND HOUSENUMBER

POSTAL CODE

CITY

COUNTRY

## BANK ACCOUNT

IBAN NUMBER

BANK BIC CODE

Type of payment: recurring

PLACE AND DATE

SIGNATURE

Luxembourg Online SA &gt; 14, av. du X Septembre &gt; L-2550 Luxembourg &gt; I.C.S. LU19ZZZ0000000007392001001

**Customer Commitment :**

I confirm that the personal details provided to Luxembourg Online are correct at this point in time and I am obliged to inform Luxembourg Online of any changes to my circumstances (for example change of address or change of banking references).

**I can confirm that I have received and accepted the general terms and conditions and I have specifically read and accepted the following articles:**

- ▶ Article 5C: Dispatch of bills
- ▶ Article 5D: Payment method
- ▶ Article 6A: Termination by the customer (specifically the notice period and method of termination)

I am aware that any cancellation before the minimum term of contract will entail immediate billing of the outstanding period.

I am aware that any cancellation on my behalf before activation of the service, I will be liable for any administratif costs associated with the cancellation of the activation as published in the price list.

**Available documents:**

- ▶ General Terms and Conditions
- ▶ Terms and Conditions for high bandwidth Internet services
- ▶ Terms and Conditions for high bandwidth internet service over TV cable
- ▶ Terms and Conditions for landline telephone services
- ▶ Terms and Conditions for mobile phone services

**Required documents:**

- Copy of an identity document (obligatory for any subscription or change of subscription)
- 3 last copies of your payslip (obligatory for any mobile subscription or change of mobile subscription)

I the undersigned, \_\_\_\_\_ declare that I have read and taken in to account the present contract with Luxembourg Online, for a minimum period of 24 months, and accept the associated terms and conditions.

PLACE AND DATE

SIGNATURE