



# infotelecom

## Conditions of the in-person technical assistance service

The services you have contracted with **infotelecom** include in-person technical support from our team to resolve breakdowns in connections and telephone lines. In some cases, as indicated in the general conditions of the contract, these interventions are billable: we summarize in this document the most frequent cases so that you know what type of interventions are free and which will involve a specific charge for the work done.

### Free services, included in monthly fees

- ✓ Initial installation of the service with standard features: router connected to a fiber box or antenna installed on an existing mast.
- ✓ Reinstallation of equipment due to moving home, without additional items.
- ✓ Change of equipment due to malfunction.
- ✓ Adjustments in equipment to improve the service: point antennas, configure router...

### Billable after-sales services

- ✓ Installation of additional wiring and repeaters, uninstallation of equipment or subsequent reinstallation of the equipment installed in the free initial service.
- ✓ Replacement of elements damaged for reasons beyond the control of infotelecom (atmospheric phenomena, overvoltage due to electrical failure of the client's network, improper manipulation by the client, etc.).
- ✓ Reconfiguration or reconnection of items due to improper manipulation by the client.
- ✓ False breakdowns: if the technician verifies during the visit that the services contracted from infotelecom work correctly.

In these cases, a **minimum charge of €18+VAT** and the cost of replacement materials or equipment is invoiced as a home visit.

Only if the intervention of the technicians exceeds 15 minutes in duration, the work time is additionally billed at a rate of **€14+VAT** for each 15-minute section

All billings are always charged to your bank account: you do not have to pay anything to the technician who visits you. If the breakdown is due to atmospheric or electrical network causes, we will make a report so that you can claim this expense to the home or premises insurance company.