



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 €15+VAT** per visit and the cost of replacement materials or equipment is invoiced.

Only if the intervention of the technicians exceeds 15 minutes in duration, the work time is additionally billed at a rate of **€12+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.

