INTRED
CONNESSI SEMPRE

PERFORMANCE PROVIDED WITH THE OFFER
FTTC + TELEPHONE

1. Commercial name of the offer	FIBER FTTC + TEL
2. Technology used to provide the service:	Mixed Fibre/Copper
3. Minimum connection speeds	Download: 21,000 kbit/s Upload: 2,000 kbit/s
4. Maximum connection delay	80 ms
5. Maximum packet loss rate of the connection	0.12%
6. Maximum connection speeds*	Download: 200 Mbps Upload: 20 Mbps
7. Normally available connection speeds*	Download: 102,000 kbit/s Upload: 19,500 kbit/s
8. Advertised connection speeds	Download: 200 Mbps Upload: 20 Mbps
9. Type of IPv4 address assigned	Private IPv4 with static assignment or public IPv4 with dynamic assignment
10. Type of IPv6 addresses assigned	Service not provided
11. Availability of QoS mechanisms:	No
12. Any limitations of the Internet access service	There are no limitations of the internet service other than those provided for by law (Parental Control – website blocking)
13. Information on the free choice of modem	The customer who declares that they wish to use a modem of their choice contacts Customer Support, which provides the configuration parameters
14. Antivirus, firewall	Not available
15. Technical support	Available on the free Single Number 1949 or by email at tecnico@intred.it

16. Remedies

The customer can measure the quality of their internet connection using the AGCOM measurement software (Ne.Me.Sys) which can be downloaded from the page https://misurainternet.it/misura-nemesys/. At the end of the measurement, a certificate attesting the results obtained is issued. If the customer finds measured values of the indicators that are worse than those contractually agreed, they may submit a complaint, within 30 days of the date on which they carried out the measurement, using the dedicated submit button in each user's private area of the website www.misurainternet.it. This submission has the value of a detailed complaint.

If, following a second measurement carried out with Ne.Me.Sys after thirty days have elapsed since the complaint was submitted, the customer does not find that the quality levels of the service have been restored:

a. in the event of failure to comply with the "minimum download and upload connection speeds" (point 3.), the "maximum connection delay" (point 4.)

or the “maximum packet loss rate of the connection” (point 5.), the customer may withdraw from the contract free of charge by sending notice to Intred S.p.A. by registered letter or certified email (PEC) message;

b. in the event of failure to comply with the “minimum, maximum and normally available download and upload connection speeds” (points 3. 6. and 7), the “maximum connection delay” (point 4.) or the “maximum packet loss rate of the connection” (point 5.), the customer may request the compensation provided for in the contract (see *) or start a procedure through the Authority’s ConciliaWeb platform.

With reference to the “minimum download and upload connection speeds” (point 3.), the “maximum connection delay” (point 4.) and the “maximum packet loss rate of the connection” (point 5.), the request for compensation is to be considered an alternative to the right to withdraw free of charge.

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The Customer may always run an AGCOM speed test via https://misurainternet.it, which does not issue a certified measurement.

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