

CAPABILITY CHARACTERISTICS		MDCC-CAMPUS ¹
Internet connection		Internet-Flatrate ²
transfer rates (in Mbit/s)		
download	maximum	30
	usually available	24
	minimal	15
upload	maximum	6
	usually available	4,8
	minimal	3
Packet runtimes		max. 30 ms under normal conditions of usage
Term of contract		12 months It will extend always automatically for further 1 month if it will not be cancelled 1 month in advanced, always to the end of the particular contract period. The cancellation then is valid to the particular end of month of the month in which the contract period expires. A change between the products within the term of contract is only possible with the completion of a higher-value product.
Price/month		16,90 EUR³

All prices include VAT

1 Cable TV connection required (costs from 11.00 – 13.99 EUR/month (depends on the living address) if not included in rent.) Provision of cable modem free of charge (25.00 EUR deposit).

2 Online availability 24 hours, after 24 hours the connection will be disconnected short-time due to technical reasons.

3 Order only applies for students (Presentation of a valid student card/certificate of enrolment is necessary). The discounted price of 16.90 EUR/month is valid for 12 months. On presentation of a new valid certificate of enrolment the contract will be prolonged for further 12 months. In case of missing certificate of enrolment the contract will be prolonged to the regular price of 24.90 EUR/month. Onetime payment for hardware WiFi cable modem 35.00 EUR (25.00 EUR deposit).

FURTHER PRODUCT INFORMATION

IP addresses

With the provision of Internet products, the customer has an IP address (dynamic) free of charge. If desired, a paid fixed IP address can be assigned to the MAC address of the hardware used by the customer. This remains permanent exist, unless a change for technical reasons is necessary (section 3.4 of the Terms and Conditions Internet). Should the corresponding MAC address change due to a hardware change, the customer is obliged to inform the MDCC. If this message does not occur, the fixed IP address automatically changes to a dynamic IP address. MDCC is then exempted from any claims for damages.

Kundenportal - Customer self care

For MDCC customers, the customer portal on www.mdcc.de contains various applications such as support, invoice report etc. Access is via password and user ID. These access data will be sent with the order confirmation.

SPECIFICATIONS OTHER FEES MDCC-CAMPUS

1. Standard service

MDCC Magdeburg-City-Com GmbH (hereinafter referred to as MDCC) provides the customer of a broadband cable connection contract with MDCC or a cable network operator cooperating with MDCC within the scope of existing technical and operational possibilities Internet connections in their network area.

2. Use of a customer telecommunication terminal

The customer is permitted to connect his own telecommunication terminal under the conditions which are regulated in the Technical Bulletin of the MDCC to the Internet Contract.

3. Suppression

MDCC immediately eliminates disruptions to its technical facilities within existing technical and operational capabilities.

3.1 Acceptance of the disturbances

MDCC accepts 24 hour, 7 days a week faults under the service number 0391/5874444.

3.2 Service readiness

MDCC handles faults Monday through Thursday from 8:00 am to 4:00 pm, Fridays from 8:00 am to 2:00 pm, except on public holidays.

3.3 Deadline, Appointment

For fault messages that are within the service readiness period, MDCC eliminates the fault within 24 hours if it is possible to clear it within the MDCC network. The elimination period is met if the telephone connection (possibly transitional with quality restrictions) can be used again within 24 hours. In the case of fault reports that are received out of service readiness, the elimination period is suspended and continued the following working day. If necessary, MDCC will arrange with the customer for a visit by a service technician within the service readiness. If, due to reasons for which the customer is responsible, it is not possible to make an appointment or to rectify the problem, the rule deadline is considered met.

3.4 Feedback

Upon request, MDCC informs the customer after completion of the suppression.

4. Invoice

Once a month, the customer receives an invoice from MDCC for the services ordered by him (monthly basic price, chargeable features, etc.).

cable modem

Deposit	25,00 EUR	one-time payment
Exchange of cable modem up to customer request	15,00 EUR	one-time payment
Compensation (in case of loss, non-return, damage or similar)	70,00 EUR	one-time payment
Costs for hardware on provision WiFi cable modem	35,00 EUR	one-time payment

HARDWARE OPTIONS*

FRITZ!Box Cable

Rental fee	5,00 EUR	per month
Deposit	25,00 EUR	one-time payment
Exchange of cable modem up to customer request	15,00 EUR	one-time payment
Compensation (in case of loss, non-return, damage or similar)	140,00 EUR	one-time payment

FEES

Activation after blocking	35,00 EUR
Relocation of MDCC telephone and/or internet connection (within the MDCC connection area)	15,00 EUR
Fee for return debit	Any amounts raised by financial institutions to MDCC will be passed on.
Charge per reminder for payment	2,50 EUR
Fix IP-address	2,65 EUR per month/address
Detection and elimination of interference	
caused by customer during normal business hours According to time + material	45,00 EUR per started hour
caused by customer outside normal business hours According to time + material	95,00 EUR per started hour
provider related outside normal business hours According to time + material	20,00 EUR per started hour
additional journey (additional, wasted journey in spite of arranged appointment)	25,00 EUR each journey

* applies for the duration of the telephone or combined contract
All prices include VAT.