

Specific terms of the Love offers

Love encompasses several offers. It is only issued if the client subscribes to other Orange services, namely Internet and/or Landline, and/or Television and/or Mobile telephone.

In other words, clients can only subscribe to the Love service if they have previously subscribed or if they concomitantly subscribe upon signature of these specific terms and the contract for the provision of services, to the specific terms relating to internet, landline, television and mobile telephone services.

These Specific Terms apply only to Love Contracts (Internet service, Landline service, Television and mobile service) supplied by Orange Luxembourg, hereinafter: "the Service". They complete the specific terms of each service according to the offer undertaken (mobile, TV, internet and landline) as well as Orange's General Terms, which remain applicable unless affected by the present terms. In the event of a contradiction between the present specific terms for these services and the general terms, the specific terms of the LOVE offers shall prevail.

1. DURATION OF THE SUBSCRIBED SERVICES

1.1. The subscription agreement relating to the service is concluded for a duration of 24 months according to the provisions of the specific terms and starts from the time of signature.

1.2. The contract is tacitly renewed on a monthly basis, and for a period of one month each time, unless it is terminated in a letter sent by recorded delivery, with one month prior notice, before the expiry of the term.

2. SERVICE ACTIVATION DATE

2.1. Orange undertakes to activate the SIM card, unless in the event of exceptional circumstances or force majeure, within a reasonable timeframe, after acceptance of the dossier and after the client has supplied the documents and information outlined in article 3.

2.2. Unless otherwise stipulated, the licence fees are due from the day that the SIM card is activated, according to the provisions of article 11 of the General Terms of Sale.

3. ADVERTISED SPEED

The bandwidths set forth in Orange's commercial offers and advertisements are not contractually binding but indicate the maximum performances that can currently be achieved through the use of the corresponding technology.

The flows announced also depend on the client's eligibility. All of this information is available on the Orange website (www.orange.lu).

4. FIBRE INSTALLATION FEES

Activation and installation fees may be required upon signature of the contract.

In the event of a change of technology during the commitment period, fees may apply depending on the work required to ensure compliance, or to activate the service.

These fees can be consulted on our website.

5. TERMINATION

If the client terminates the contract before the expiry date

Orange will re-invoice only the services due, with the remaining amount payable for the equipment, the advantages and/or the promotions received linked to the commitment period initially set forth in the contract.

For network equipment such as rented routers or set top boxes, the equipment will be invoiced at the purchase price in the case of early termination.

For any termination prior to the end of the commitment period, a fixed fee of €25 incl. all taxes will be required per line terminated.

The termination of a Service provision contract applies only to the service that is subject to the termination and shall never imply the termination of other services to which the client has subscribed.