

# VoIP OUT



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## Contract summary

Here are the main elements of **VoIP OUT** service offer as required by Luxembourg<sup>1</sup> and EU<sup>2</sup> law. This contract summary helps the end-users to compare different services offered by MTX Connect Sarl; it is for information purposes only; it does not constitute a contract for electronic communications services.

### Services and equipment

**VoIP OUT** is a service that allows the subscriber to place calls to Luxembourg and international phone numbers over the mobile internet connection using MTX mobile application. Customer pays for each minute of the call.

No terminal equipment provided.

### Limitations

**VoIP OUT** service is not a replacement for a telephone, it cannot be used for emergency calling. Some premium rate numbers, geographic or country-specific numbers (e.g. 1-900 numbers) are not supported by **VoIP OUT** service. Incoming calls and SMS are not supported by **VoIP OUT** service.

For more information, please refer to section VoIP OUT Service of the Description of Services <http://www.mtxc.eu/en/description-of-services.html> and to the Terms and Conditions <http://www.mtxc.eu/en/terms-and-conditions.html>.

### Prices

Service Zone	Price net € /1 minute	Luxembourg VAT	Price total € /1 minute
Voice OUT - Zone 1	0.050	17%	0.0585
Voice OUT - Zone 2	0.150	17%	0.1755
Voice OUT - Zone 3	0.500	17%	0.5850
Voice OUT - Zone 4	1.000	17%	1.1700

Destinations (prefixes of called numbers) are grouped into different Service Zones according to the country and other criteria such as type of called number, premium rate surcharge etc. The tariff conditions (price per minute) depend on the Service Zone.

The duration of a call (in minutes) is based on one-minute increments. Fractions of minutes are rounded up to the next minute. At the end of a call, fractional cent charges are rounded up or down to the nearest whole cent.

MTX may change the rates for the VoIP OUT service at any time without notice to a Customer. Before making a VoIP OUT call a Customer shall consult MTX website for the latest rates [[https://www.mtxc.eu/images/VoIP\\_OUT\\_contract\\_summary.pdf](https://www.mtxc.eu/images/VoIP_OUT_contract_summary.pdf)]

<sup>1</sup> Article 113 of Law of 17 December 2021 transposing Directive (EU) 2018/1972 of the European Parliament and of the Council of 11 December 2018 establishing the European Electronic Communications Code and amending the law of 30 May 2005.

<sup>2</sup> Article 102(3) of Directive (EU) 2018/1972 of the European Parliament and of the Council of 11 December 2018 establishing the European Electronic Communications Code.

**Duration, renewal and termination**

365 calendar days, automatic termination upon expiration of the term, no automatic renewal.

**Features for end-users with disabilities**

n/a

**Other relevant information**

Complete details of this service offer are provided in other documents, which can be found on our website [www.mtxc.eu](http://www.mtxc.eu). The complete list of called number prefixes and the corresponding Service Zones can be consulted here: [https://www.mtxc.eu/images/VoIP\\_OUT\\_service\\_zones.pdf](https://www.mtxc.eu/images/VoIP_OUT_service_zones.pdf)