



Specifications and Remuneration Terms **blizznet 5G Backup**

valid from 01.09.2025

Table of contents

1. Basic information	3
2. Specifications	3
2.1 Description of services.....	3
2.2 Minimum contract term	5
2.3 Preconditions.....	5
3. Terminal device and SIM card	5
4. Remuneration terms	6
4.1 Monthly fees	6
4.2 Set-up fees	6
5. Service management & SLA.....	7
6. Termination	7

Reference to gender-neutral formulations: In order to improve legibility, this contractual document intentionally refrains from adopting any gender-specific differentiations. All references to individuals apply similarly to all genders (male, female and non-binary).

We would like to emphasize that equality and inclusion are important issues for us. The style employed in this document is solely aimed at linguistic simplification and does not imply any judgement or exclusion.

1. Basic information

blizznet 5G Backup is an add-on product offered by Wien Energie (hereinafter WE) to business customers as defined by Article 1 of the Austrian Consumer Protection Act (*KSchG*). The provision of services is based on the general terms and conditions (*AGB*) relating to blizznet products, the blizznet service level agreement (blizznet SLA) and these blizznet 5G Backup specifications and remuneration terms, which can be accessed (in German) at www.wienenergie/agb.

blizznet 5G Backup provides blizznet business customers with an alternative mobile backup solution as a safeguard against possible disruption to the fiber-optic internet connection, e.g. as a result of damage to the physical connection or the nearest WE PoP (point of presence). In the event of a service interruption related to the fiber-optic internet connection, a previously configured modem enables a switch to a mobile backup solution. The IP addresses are automatically rerouted but remain unchanged.

blizznet 5G Backup is based on broadband technologies (5G and LTE) and is provided based on the network of Hutchinson Drei Austria GmbH. This relies on appropriate modems which are included in the scope of services and yet remain the property of WE.

2. Specifications

The contractual arrangement relating to blizznet 5G Backup is exclusively between WE and the respective customer. Rather than being a standalone solution, blizznet 5G Backup is available exclusively as an add-on to blizznet BusinessInternet services. The BusinessInternet fiber-optic connection remains the primary connection. The blizznet 5G Backup solution is activated in the event of a service interruption related to the primary connection. The broadband availability of the relevant tariff selected applies. The service automatically switches back to the primary connection once the service interruption has been resolved.

2.1 Description of services

blizznet 5G Backup consists of the following services:

- The configuration of the backup connection and the related terminal device (modem configuration).
- The hardware provided consists of a mobile modem (5G network termination unit), which is equipped with a SIM card as a combined device for indoor and outdoor areas, as well as additional accessories. The option also exists of a premium outdoor modem which is attached to an exterior wall for improved signal quality. This incurs additional installation costs (refer to Section 4 on remuneration terms for more details). The customer is responsible for any additional contractual arrangements required in connection with installing the outdoor modem on the exterior wall.
- Use of a mobile backup connection in the event of disruption related to the primary connection. Automatic switching of the public IP subnet from the primary connection to the mobile backup service in the event of the primary connection not being available. Automatic switching of the

- public IP subnet back to the primary connection as soon as this connection has been restored.
- At present, IPv4 addresses are available for the backup solution, with IPv6 addresses being available subject to technical circumstances and possibilities.
- No limitation or invoicing of the data transfer volume during the use of the mobile backup solution.
- Business support from the Network Operation Center (NOC) (for more details, refer to Section 5 on service management).
- A 10m ribbon network cable is included in the hardware provided. If the ribbon network cable is not sufficient due to the circumstances on site, we recommend a tertiary cabling solution. Tertiary cabling between the backup modem and the WE network termination point (customer premise equipment) is not included in the hardware provided. At the request of the customer, WE can recommend an installation partner for the tertiary cabling.

blizznet 5G Backup is available based on the following tariffs (plans):

Tariff	Data volume included	Max. ¹⁾ download speed	Max. ¹⁾ upload speed	Guaranteed ²⁾ download speed
5G Backup 500	Unlimited	500 Mbit/s	100 Mbit/s	250 Mbit/s
5G Backup 250	Unlimited	250 Mbit/s	100 Mbit/s	125 Mbit/s
5G Backup 100 ³⁾	Unlimited	100 Mbit/s	20 Mbit/s	75 Mbit/s

- 1) The broadband connections set out above are nominal maximum data transfer rates for upload and download speeds related to the relevant product and are heavily dependent on the technical, geographical and construction-based realities on site. The maximum data transfer speeds stated here are the advertised transfer rates as pursuant to the TSM Regulation established by Regulation (EU) 2015/2120.
 - 2) In the event of a service interruption related to the primary connection, the customer is guaranteed a minimum download speed in as far as there is no extraordinary disruption to the network or force majeure.
 - 3) The 5G Backup 100 tariff is a 5G non-standalone tariff.
- The data volume for domestic traffic included in these tariffs is unlimited in any billing month.
 - The data volume included is exclusively for domestic traffic throughout Austria.
 - blizznet 5G Backup can only be used in combination with a WE blizznet BusinessInternet primary connection. It is not permitted to use this abroad (roaming).

In order to safeguard network integrity, WE retains the right appropriately instruct users whose conduct disrupts use on the part of other customers and to initially demand these users restrict their use of the service. WE shall have the right to take appropriate action in the case of continued misuse of this kind.

Impact of data transfer restrictions

The following table provides an overview of the scope of typical internet services available under the relevant tariff selected.

	Internet surfing 2 Mbit/s	Video streaming HD (approx. 5 Mbit/s)	Video streaming SD (approx. 2 Mbit/s)	Voice over IP (approx. 0.1 Mbit/s)	Online games (approx. 5 Mbit/s)	Music streaming (approx. 0.32 Mbit/s)
5G Backup 100	✓	✓	✓	✓	✓	✓
5G Backup 250	✓	✓	✓	✓	✓	✓
5G Backup 500	✓	✓	✓	✓	✓	✓



Customers commit to use the modem and the SIM card contained in this modem in connection with blizznet 5G backup only at the agreed connection site of the blizznet BusinessInternet primary connection and only in combination with the blizznet BusinessInternet primary connection.

The SIM card contained in the modem is provided to the customer exclusively for wireless data transfers in the context of blizznet 5G Backup. Any other use of the SIM card other than that defined in this agreement is not permitted. Customers are also not permitted to connect other hardware to the backup modem or make any modifications to the configuration without this being advised to WE.

2.2 Minimum contract term

In as far as no other minimum contract term has been agreed, a minimum contract term of 24 months shall apply. In the event of the remaining minimum contract term for the blizznet BusinessInternet primary connection being shorter than the agreed minimum contract defined herein at the time of concluding the blizznet 5G Backup contract (add-on), the minimum contract terms of the blizznet BusinessInternet primary connection shall be extended to coincide with the end of the minimum contract terms of the blizznet 5G Backup contract (add-on) concluded. In the case of small and micro enterprises as defined by Article 4 (66) of the Austrian Telecommunications Act (*TKG 2021*) and non-profit organizations, this extension shall apply only in as far the ordering process effectively waives the application of the provisions defined by Article 136 (1) and (3) of the *TKG 2021* legislation.

In as far as there is no effective waiving of these rights during the ordering process, a minimum contract term of 12 months shall apply in the case of small and micro enterprise as defined by Article 4 (66) of the *TKG 2021* legislation as well as for non-profit organizations. In such cases involving the termination of the contract after a term of less than 24 months, the customer shall be required to provide written evidence which establishes without doubt that they qualify as a small or micro enterprise as defined by Article 4 (66) of the *TKG 2021* legislation or as a non-profit organization.

2.3 Preconditions

The use of blizznet BusinessInternet as a primary connection is a prerequisite for taking advantage of the blizznet 5G Backup add-on.

A further precondition is functional fiber-optic customer premise equipment (CPE) from WE. The existence of a network cable with a RJ45 connector (tertiary cabling) between the installation site of the backup modem and the fiber-optic CPE is not essential but is recommended. If not used, the backup modem must be directly connected to the CPE. In such cases, WE cannot guarantee the full performance of the backup connection if the backup modem cannot be installed in a location providing optimal signal quality.

It is recommended that the backup modem is installed as close as possible to an exterior wall with a window or outside the building in order to guarantee the best signal quality possible.

3. Terminal device and SIM card

Standard product: The equipment required (modem, SIM card, and related accessories) will be provided to the customer by WE for the term of the contract. The equipment provided by WE (modem and SIM card) shall remain the property of WE. Software updates and upgrades relating to the equipment may only be undertaken by WE.

After the termination of the contract, the equipment (modem, SIM card, and related accessories) must be returned to WE. WE retains the right to charge customers the relevant fair (current) value of modems the visual and technical condition of which does not correspond to conventional use in an office environment.

The SIM card contained in the relevant backup modem will be installed by WE prior to being shipped. It is not permitted to remove the SIM card from the modem or to manipulate the modem without the explicit approval of WE.

Option: Customers have the option of ordering a premium outdoor modem from WE in order to improve reception quality. This will be installed and commissioned by an installation partner appointed by WE. WE shall be responsible for maintenance work. After termination of the contract, ownership of the outdoor modem shall transfer to the customer.

4. Remuneration terms

All amounts set out here are exclusive of VAT.

4.1 Monthly fees

The following monthly fees will be charged based on the blizznet 5G Backup tariff selected:

Tariff	Max. download speed	Max. upload speed	Monthly fee
5G Backup 500	500 Mbit/s	100 Mbit/s	EUR 59.90
5G Backup 250	250 Mbit/s	100 Mbit/s	EUR 39.90
5G Backup 100	100 Mbit/s	20 Mbit/s	EUR 29.90

4.2 Set-up fees

Tariff	Set-up fee	
5G Backup 500	EUR 149.00	Based on standard modem
5G Backup 250		
5G Backup 100		
5G Backup 500	Upon request	In case of the optional premium outdoor modem not included in the standard product
5G Backup 250		
5G Backup 100		

The standard blizznet 5G backup product includes a set-up fee of EUR 149.00 which is charged on a one-time basis in addition to the monthly fee. This set-up fee covers the costs incurred (travel, setup, installation and configuration of the backup modem and the documentation provided by WE). Customers have the option of installing the backup modem themselves.¹⁾ The one-time set-up fee shall not apply in such cases.

An additional one-time set-up fee will be charged if the customer opts for the premium outdoor modem which is not included in the standard product. This fee includes the purchase price of the premium outdoor modem as well as the additional installation costs and any additional costs incurred as a result. The amount of the set-up fee for the premium outdoor modem is based on the circumstances prevailing at the customer site. Upon request from the customer, WE shall provide a quote for these optional services.



5. Service management & SLA

The service level agreement (SLA) associated with the blizznet BusinessInternet primary connection selected shall apply. In the case of the product blizznet 5G Backup, the scope of validity of the existing SLA differs from the 2/3 layer connection of the blizznet BusinessInternet by being based exclusively on the availability of the layer 3 service, regardless of the routing of the IP service selected at the relevant point in time. As a result, the routing and the IP service are regarded as a complete service (refer to blizznet SLA).

Customers have the option of installing the blizznet 5G backup add-on themselves. The Network Operation Center (NOP) is available during operating hours to support customers during activation: Mon. - Fri. 07:30 - 15:30 (refer to Section 7 of SLA blizznet). The option of self-installation is not available to new blizznet BusinessInternet primary connection customers.

With the exception of the above, the service, support, and troubleshooting times of the blizznet BusinessInternet SLA selected shall apply. Customers are not proactively informed about any disruption related to the 5G backup product.

Should a disruption make it necessary to exchange a modem, WE shall provide the customer with free-of-charge replacement equipment within several workdays.

This free-of-charge exchange is, however, subject to the customer, in consultation with WE, sending all terminal equipment affected by a disruption in an appropriate condition and suitably packaged to WE by post immediately upon receipt of the replacement equipment.

Wien Energie GmbH
Attn.: WAREHOUSE / LAGER
Haidequerstraße 1, 1110 Vienna

Service management does not apply to any terminal equipment not provided by WE.
The costs of any terminal equipment not returned to WE will be invoiced to the customer.

6. Termination

Any termination of the contract relating to the blizznet BusinessInternet primary connection shall automatically entail a termination of the blizznet 5G Backup contract.

Any termination of the contract relating to the blizznet 5G Backup contract shall not automatically entail a termination of the blizznet BusinessInternet primary connection.

After the termination of the contract, the equipment (modem, SIM card, and related accessories) which remains the property of WE must be returned to the following address by post without delay:

Wien Energie GmbH
Attn.: WAREHOUSE / LAGER
Haidequerstraße 1, 1110 Vienna

The costs of any terminal equipment not returned to WE will be invoiced to the customer.

In the event of a termination prior to the minimum contract term, the customer shall be required to pay the residual monthly fees payable for the period from the actual termination until the end of the minimum contract term. No residual fees shall be payable in the event of the contract being terminated for cause on the part of the customer (refer to Section 9.3 of the blizznet general terms and conditions [AGB]).