

How to reach us

Toll-free hotline 0800 500 502
 Mo. – Fri. 8:00 AM – 5:00 PM
 kundenservice@ikb.at

Customer centre opening hours
 Mo. – Thu. 8:00 AM – 5:00 PM
 Fri. 8:00 AM – 1:00 PM

Mobile Internet Application for Contract Conclusion

Customer data/Billing address

<input type="checkbox"/> Mr <input type="checkbox"/> Ms <input type="checkbox"/> Company	
Title, last name, first name	Telephone (daytime)
Company/VAT ID	Email/Website
Customer number	Date of birth/Company registration number
Street, house number, staircase, storey, door number	Postcode, Town/City

Equipment

Equipment number	Postcode, Town/City
Street, house number, staircase, storey, door number	
Desired start of services	Important: If this field is not filled out, the earliest possible date for supplying services to the consumer via remote sales or outside of the offices of IKB is 14 days after contract conclusion.

Bill recipient

Title, last name, first name	Street, house number, staircase, storey, door number
Company	Postcode, Town/City
<input type="checkbox"/> Electronic bill delivery via email (replaces mailing of payment slip)	Email

Fiber Flex

Discount code	Product	Speed up to (download/upload)	included	Price in EUR
<input type="checkbox"/>	Fiber Flex 10	10/1 Mbit/s	SIM	14.90 monthly
<input type="checkbox"/>	Fiber Flex 40	40/4 Mbit/s	SIM	19.90 monthly
<input type="checkbox"/>	Fiber Flex 100	100/10 Mbit/s	SIM	31.90 monthly

Router

Discount code	Product	Minimum contract term	Price in EUR
<input type="checkbox"/>	Router Huawei B311	None	70.00 one-time fee
<input type="checkbox"/>	Router Huawei B311	24 months	00.00
<input type="checkbox"/>	Router Huawei B535	None	100.00 one-time fee
<input type="checkbox"/>	Router Huawei B535	24 months	50.00 one-time fee

Requested email addresses ending in @ikbnet.at

SEPA direct debit **Please mark and provide bank account information:**

I hereby authorise Innsbrucker Kommunalbetriebe AG (in the following referred to as IKB) to withdraw payments from my/our account via SEPA direct debit. Concurrently, I/we instruct my/our credit institute to facilitate SEPA direct debits for the beneficiary IKB from my/our account. I/We may request reimbursement of the amount charged within eight weeks, starting with the day on which the account was charged. The terms and conditions agreed upon with my/our credit institution apply.

IBAN

Banking institution

Account holder

Yes, I/we hereby commission Innsbrucker Kommunalbetriebe AG (in the following referred to as IKB) with the provision of my/our Internet services.

You will be informed within a week regarding your **installation date**. The General Terms and Conditions (GTC) of IKB for Internet products in the version from August 2011 apply. I/We have attentively read the important notices stated on page 3 of this application, the GTC in the version from August 2011 including the product and price sheet (prices and services) and acknowledge the stated conditions and prices. Further information is available at internet.ikb.at.

Place, date

Signature of the applicant (please mark above for SEPA direct debit)

Consent

I/We agree that IKB AG or a company wholly owned by IKB AG at the time of contract conclusion may contact me/us in writing, by phone, in person or electronically for product information/advertisement purposes.

I/We hereby consent that IKB AG may forward my/our data from this form for product information/advertisement purposes to other business divisions of IKB AG and to companies wholly owned by IKB AG at the time of contract conclusion. I further agree to receive information from IKB AG within the context of sales and marketing activities regarding products and services.

I/We have the right to revoke the consent declaration at any time without affecting the contractual relationship between IKB and me/us. We expressly reference the statutory revocation rights of consumers within the meaning of consumer protection laws.

Transparency and trust are especially important to us. Our data privacy statement in which we inform you how we are keeping your data safe is available at www.ikb.at/datenschutz

General information

Important information

Moreover, I have been separately informed, according to Item 7.6 of the General Terms and Conditions for Internet products of Innsbrucker Kommunalbetriebe AG, of the consent declarations for the credit assessment, accessibility of bills and other legally relevant declarations (under Item 4.4 of the GTC) as well as of data usage and the option to revoke such usage at any time (Item 8 of the GTC). I have also especially taken note of Item 6.2 (liability exclusion for content) and 6.4 (customer obligations) of the GTC.

Special provisions regarding IP addresses

IKB complies with market-conform norms and standards when establishing data connections (TCP/IP) to the Internet. IKB has the right to assign private IP addresses to its customers in order to avoid downtimes and bottlenecks.

Important notices regarding the WLAN network

Wireless coverage, transmission speed and the capacity of data transfer between your wireless modem and your consumer device (e.g. laptop or tablet) generally depends on multiple factors such as the distance of the devices from each other, the setup location, structural conditions (e.g. wall thickness), other disrupting factors (e.g. dead zones, other WLAN networks etc.) and other possible influences.

We recommend connecting consumer devices to the Internet with a LAN cable in order to ensure high-speed surfing without impediment.

Transmission speed and transfer volume

The stated speeds are to be understood as maximum values. There is principally no limitation with respect to transfer volume. IKB AG reserves the right to demand that users, whose usage behaviour disrupts the usage of Internet services by others, limit such behaviour and may possibly implement appropriate measures in order to ensure that the quality of the network remains adequate for all customers.

Transfer location

As a transfer location, a maximum radius of 5 meters from the entry point to the apartment or building is agreed upon. Please get in touch with your building contractor for objects with an existing on-site fibre-optic cable connection for IKB AG. This offer is based on the condition that the residential property is fully connected to services in accordance with the definition of IKB.

Other fees

Installation failure for reasons for which the customer is responsible (free cancellation of the installation appointment at the latest two business days in advance): one-time fee € 49.00 – cancellation of additionally ordered products prior to first-time use (free cancellation at the latest seven business days prior to the installation appointment): € 29.00 per additional product
Late full return of the provided consumer device including accessories (the functional consumer device must be returned to IKB within a three-week term after cancellation):
one-time fee € 99.00 for WLAN router, one-time fee € 149.00 for TV box

Termination

The respective applicable cancellation period is referenced in the GTCs (version August 2011).