

Mentions about ensuring access to open internet, according to EU

Regulation no. 2120/2015

- GTS Telecom doesn't apply traffic management measures could impact the quality of the internet access services, the privacy of end-users and the protection of their personal data.
- GTS Telecom doesn't apply measures could lead to a limitation of the volume, speed and other quality of service parameters that may in practice have an impact on internet access services, and in particular on the use of content, applications and services.
- The subscribing of an end-user to any service, other than internet service, doesn't impact the internet access services provided to that end-user.
- GTS Telecom provides access internet services in symmetrical, guaranteed and secure bandwidth, without differences between upload speed and download speed, all the speeds specified in the contracts are guaranteed and secured.
- If the end-users of internet access services find continuous or regularly recurring discrepancies between the actual performance of the internet access service regarding speed or other quality of service parameters and the performance indicated in the contracts with the end-users, they may send a complaint according to the Procedure regarding end-user complaint solving available on the company website.