

Net neutrality: Code of Conduct

Basic principles

The undersigned network operators are committed to an open Internet.

This principle means that – in line with applicable legislation –

1) within the scope of their customer contract Internet users are entitled to an Internet connection which enables them

- to send and receive content of their choice;
- to use services and applications of their choice;
- to use suitable hardware and software of their choice.

This does not justify illegal or damaging use of the Internet connection or the use of hardware and software which could damage the network or other Internet users.

2) the undersigned network operators do not block any Internet services and applications and restrict neither the freedom of information nor the freedom of expression.

This does not exclude a network operator from using traffic management techniques in its own network which are especially aimed at blocking activities which damage the network, complying with official decrees, guaranteeing the service quality of specific applications which require it and for which, in the case of third-party providers, measures with respect to quality assurance can be agreed upon, combating special situations of temporary network overload or prioritising traffic on a user's personal connection at the user's request. Also not excluded are offers tailored to the customer which treat individual services separately from a pricing or network-management perspective, as well as traffic-management measures applied when contractually agreed usage limits are exceeded.

3) Internet users can inform themselves of their Internet access capacity.

Internet users can ask their Internet service provider whether and to what extent the capacity available through their Internet connection is shared with others as Internet services.

The undersigned network operators will set up an arbitration board. Internet users can appeal to this arbitration board if they are of the opinion that their Internet service provider has breached this Code of Conduct and prior discussions with the Internet service provider have not led to any resolution of the dispute. The arbitration board will act as an intermediary between the parties and may issue a recommendation. It will continuously evaluate the Code of Conduct and its effects on the openness of the Internet and issue a report on an annual basis.