Tariff Transparency – Megaport Italy

In compliance with AGCOM Resolution No. 252/16/CONS and Resolution No. 156/23/CONS

Introduction

This document provides transparent and accessible information regarding Internet Access Services offered by Megaport in Italy. The information is intended exclusively for business users (including micro-enterprises and non-profit organisations) and complies with Italian and European transparency regulations.

Available Offers (Service Offers and Contract Summaries)

Megaport Internet services have fully customizable pricing, with standard capacity-based rates as the baseline and tailored to each business customer. There are no predefined plans, only bespoke offers.

Current Offer:

[Internet Exchange](link)

Contract Summary:

For the General Subscription and Contract Conditions and further information consult the [Global Services Agreement](link)

The summary sheet follows the standard AGCOM format and includes:

- Contract duration and renewal options
- Description of the service
- Complaints and dispute resolution mechanisms

Early Termination Policy

For Megaport Internet services under a fixed-term contract (e.g., 12, 24, or 36 months), an Early Termination Fee (ETF) applies. The ETF is equal to 100% of the remaining monthly fees for the duration of the original term.

Megaport.com
info@megaport.com

The St Botolph Building, 138 Houndsditch
London EC3A 7AR

Megaport (Europe) Limited
Company Number 10224736

For example, if a customer cancels a 12-month contract after 8 months, fees for the remaining 4 months will be invoiced in full upon termination.

Customers who choose No Minimum Term (pay-as-you-go) contracts may cancel at any time without penalty. These services are billed monthly and can be terminated directly via the Megaport Portal.

More details are available in the official documentation:

- [Megaport Internet – Pricing and Contract Terms](#)

- [Terminating a Megaport Internet Connection](#)

Need a hand with something?

A great first step is to check out the Megaport Documentation on this [site](#) and save yourself the time collating relevant information and lodging a support request. We regularly update our content to address common call drivers.

For further support or information, please contact our dedicated Support teams. They are available to assist with all your needs, from creating a Megaport account and provisioning network connections to responding to incidents and answering general inquiries. [Click here](#) to connect with them.