

## SMS/voice/e-mail application

### Contract Summary

This contract summary provides the main elements of this service offer as required by the EU law (1). It helps to make comparison between service offers. Complete information about the service is provided in other documents.

#### Services

##### Number-independent interpersonal communication service:

The Interactive Voice Applications and SMS/Mail solutions consist of a cloud-based platform that improves the interaction and communication between the customer and its stakeholders (employees, customers, partners, etc.).

The service includes access to an online portal that can send calls/SMS and email and provide the necessary statistics.

- Options (not included):
  - Dedicated shortcode
  - Keyword on shared shortcode
  - SLA 24/7
  - Other options possible on request

#### Price

- Monthly Fee (in €, VAT excl) :
  - SMS Mailer, Mail2SMS, Message API : € 39
- Options (Per customer, monthly, in €, VAT excl):
  - Dedicated shortcode : € 255
  - Keyword on shared shortcode: € 25
  - SLA 24/7: € 300
  - Other options possible on request
- Additional fixed prices:
  - Activation dedicated shortcode: € 1.150
  - Programming: on request

(<sup>1</sup>) Article 102 (3), of Directive (UE) 2018/1972 of the European Parliament and of the Council of 11 December 2018 establishing the European Electronic Communications Code ( OJ L 321, 17.12.2018, p.36)

- Usage pricing which is not included in the monthly fee:

Price per SMS (to Belgian numbers) - Volume per month: (VAT excl)

0-24.999	0,090€
25.000-49.999	0,080€
50.000-99.999	0,075€
>100.000	0,070€

Price per voice-call: (to Belgian numbers) (VAT excl)

Fixed voice set-up – Outbound	0,025€
Fixed voice per min – Outbound	0,150€
Mobile voice set-up – Outbound	0,055€
Mobile voice per min – Outbound	0,250€
Fixed voice set-up – Transfert	0,025€
Fixed voice per min – Transfert	0,030€
Mobile voice set-up – Transfert	0,055 €
Mobile voice per min – Transfert	0,120 €
Voice Deposit max 1min.	0,100 €
IVR Service Fee per min. – Inbound	0,125 €

- Other options (for example international sms traffic, 0800-numbers, ...): check order form

#### **Duration, renewal and termination**

Term of indefinite duration. Termination in writing at any time by means of a 1 month notice period. Service charges due until the service is deactivated.

#### **Features for end-users with disabilities**

Detailed information on adapted solutions : [www.proximus.be/handicap](http://www.proximus.be/handicap)

#### **Other relevant information**

Prices and descriptions under reserve of errors, of any applicable promotion and subject to change. Only the prices in force at the time of subscription to the concerned service, product or option have contractual value.

By submitting his order, the customer accepts the general and specific terms and conditions as well as the other pre-contractual information available at [www.proximus.be/legalmentions](http://www.proximus.be/legalmentions)

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