

## What should you do?

1. Read the instructions carefully.
2. Fill out the document completely. Have both parties sign it.
3. Take a photo/scan of the front and back of both ID cards.
4. Send all documents together in a single e-mail or letter.
5. Submit digital, completely filled out documents for fastest processing.

## Transfer of your Proximus services

This document enables you to request a transfer of your existing Proximus services to another holder.

The transfer of these products and services is completely free. In the case of a joint offer (= subscription combined with a device as part of a promotion) the contract can be taken over in full or without a device. The transferor then terminates the joint offer contract and pays a termination indemnity.

## What should you do?

- In order to process your request quickly, please complete this document and have it signed by both parties. If your request unfortunately follows a death, please attach a copy of the death certificate.
- Please also attach to this document a copy of the front and back of the identity card of the transferor and the transferee of the Proximus services.
- For companies, include a copy of the front and back of the signatory's identity card as indicated in the company's statutes and include a copy of the company's statutes.
- Send everything together:
  - Either by mail to [hbs.cessions.nl@proximus.com](mailto:hbs.cessions.nl@proximus.com). Include all scanned documents as attachments instead of links
  - Either by mail to the following address:

Proximus S.A.  
Attn: HBS Cessions EN  
Bd du Roi Albert II, 27  
B - 1030 Brussels

Please note: sending us the information via e-mail will allow better processing time for your request compared to a traditional mailing through the post. If you have any further questions, don't hesitate to contact us at 0800 55 800 or via our online channels on [www.proximus.be/contact](http://www.proximus.be/contact)

Proximus thanks you for your trust!

### 1. Details of the transferor (current holder)

Customer number.....

Payment agreement - reference Proximus (if available):  
.....

☐ Mr. ☐ Mrs. ☐ Ms. ☐ Company

Name .....

First name .....

Date of birth .....

Street .....

No. .... Box .....

Postal code .....

Town/municipality .....

E-mail address .....

Contact number .....

Name of contact person .....

#### If applicable:

Company name .....

VAT No./Company No.....

Legal form (SA, sprl, asbl, etc.).....

#### Billing address (complete only if different to the address above)

Name and first name or company name  
.....

Street.....

Housenumber en boxnumber .....

Postal code .....

Town/Municipality .....

### 2. Details of the transferee (new holder)

Customer number (if already a customer).....

Payment agreement - reference Proximus (if available):  
.....

☐ Mr. ☐ Mrs. ☐ Ms. ☐ Company

Name .....

First name .....

Date of birth .....

Street .....

No..... Box .....

Postal code .....

Town/municipality .....

E-mail address .....

Contact number .....

Name of contact person.....

#### If applicable:

Company name .....

VAT No./Company No.....

Legal form (SA, sprl, asbl, etc.).....

If not yet registered in the Crossroads Bank for Enterprises (CBE), date of notarial deed  
.....

#### Billing address (complete only if different to the address above)

Name and first name or company name  
.....

Street.....

Housenumber en boxnumber .....

Postal code .....

Town/Municipality .....

#### I want a closure of Account:

☐ **YES** (the transferring customer receives a final invoice and the new customer starts a new invoice)

☐ **NO** (the invoice following the transfer will automatically be sent to the new customer without invoice closure)

#### Payment details:

☐ I opt for direct debit as payment method

Bank account number : .....

### 3. Services to be taken over and telephone number

All active and fix services at the same address are to be taken over. Please tick the services to be transferred.

#### Personal products

<input type="checkbox"/>	<b>Fixed products (Internet, Television, Fixed Phone line)</b>
	Telephone number: e.g. 024602211
<input type="checkbox"/>	<b>Mobile</b>
	Telephone number: e.g. 0475221133
<input type="checkbox"/>	<b>Joint offer</b>
	Telephone number: e.g. 0475221133

#### Professional products

<input type="checkbox"/>	<b>Call Centre: eg. PABX types, Forum 5000, Call Connect, Forum Connect, Forum 700</b>
	Identification:
<input type="checkbox"/>	<b>Network connectivity: eg. Explore, Fast internet access, SD WAN</b>
	Customer short name: Original Contract id:
<input type="checkbox"/>	<b>OTT-products: eg. Cloud, Office 365</b>
	Type product: MSOffice365, IoT: Cloud reference (see bill): e.g. 20202128-001929
<input type="checkbox"/>	<b>Domain Name</b>
	E.g. .com Name of name server: e.g. ns1.mydomain.be IP address of name server: x.x.x.x Name of web server: e.g. webserver.hostingprovider.be IP address of web server: x.x.x.x
<input type="checkbox"/>	<b>Webhosting</b>
	Contract number (see bill): e.g. 12345678 Retention of web server? Yes/no Retention of mail server? Yes/no, e.g. @recepten.be Retention of IP address? Yes/no, x.x.x.x
<input type="checkbox"/>	<b>Other specific products: eg. Guest WIFI, Business Flex</b>

Remarks:

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#### 4. Date of take-over

It may take up to three weeks for your request to be processed, following the receipt of a duly completed document. After processing, the take-over will enter into effect on the 1st of the following month.

If you want the take-over to be executed on a later date, please specify the desired date here: \_\_\_\_/\_\_\_\_/\_\_\_\_.

#### 5. Legal notices

☐ I would like my details to appear free of charge in telephone directories and directory assistance services for the following fixed and/or mobile numbers: \_\_\_\_\_

☐ My number(s) may be found with my name and address as mentioned under point 2.

☐ Under another name: \_\_\_\_\_

☐ Under another address: \_\_\_\_\_

☐ I agree that my name and address can be searched for on the basis of a search by telephone number.

☐ I do not wish my details to appear free of charge in telephone directories and directory assistance services.

You can change your preferences in MyProximus at any time. Your data will be processed in accordance with our privacy policy, which is available online at [www.proximus.be](http://www.proximus.be)

The transferor hereby agrees to the take-over by the transferee of the product(s) and, where applicable, telephone number(s) specified in this document.

The transfer of the contract is specific to the transferor and the transferee. By mutual agreement, they accept all the consequences of this request for a change of holder, including the take-over by the transferee of the rights and obligations of the contracts linked to the products.

The product(s) and, where applicable, telephone number(s) specified in this document will only be reassigned to the transferee once all the relating debts relating have been fully paid by the transferor.

Is the document filled out completely? Have both parties sign it.  
Send it along with **both ID cards** in 1 email or 1 letter.

The transferor  
Date + signature  
(If deceased: the death certificate)

The transferee  
Date + signature