

Voice Managed Service (VMS)

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. The mentioned prices apply from 1/7/2024.

Services and equipment

Fixed Voice Telephony:

Voice Managed Services (VMS) is a network-level product that allows incoming calls to geographic numbers to be intelligently managed by simply rerouting them to another routing destination in the event of a problem at one or more locations.

The customer can choose only one option for the same numbers: VMS Classic, VMS DRS or Voice Continuity.

- **Smart Routing:** Offers intelligent management of incoming calls, such as interactive voice response programming, queue management, busy line management, no reply management and other malfunctions. The customer manages the routing of incoming traffic via MyProximus.
- **Voice Continuity:** Offers easy incoming call forwarding management, the customer manages the routing himself via a mobile App or via MyProximus.

Compatible options (Only for Smart Routing, not included):

- ACM (Agent Contact Management): routing of inbound calls to specific employees based on their skills and competencies
- Call campaign: Automatically generates outbound calls to connect customers with employees
- Voice recording of phone calls
- Statistics of all incoming calls (online and from previous calls)

⁽¹⁾ Article 102, paragraphe 3, de la directive (UE) 2018/1972 du Parlement européen et du Conseil du 11 décembre 2018 établissant le code des communications électroniques européen (JO L 321 du 17.12.2018, p.36)

Price Smart Routing

Monthly fee and additional costs (€, VAT excl.) : Each contract contains :

- A monthly fee (€/month) based on the volume of licenses
- TRM traffic (Traffic Routing Management) (setup €/call) based on the traffic volume with a minimum billable amount (applied when rerouting is done)
- Installation costs

- Example for an Enterprise Voice line with maximum 16 voice channels
 - 20 licenses to activate on VMS : € 54.9/month
 - TRM routing costs : 0,0412 €/call (Minimum billable amount TRM € 15/month)
 - Installation (fixed cost) : € 120

- Other configuration: degressive pricing list available on request

Other additional costs - in option (€, VAT excl.) :

- Consultancy : € 950/day (configuration, Training)
- Programming :
 - Small (ex : additional numbers): € 50
 - Large (ex : programming of simple routing) : € 150
 - XLarge (ex: programming of more advanced routing) : € 250
 - Complex : on request

Additional options (not included) (€, VAT excl.)

- ACM (Agent Contact Management) : according to configuration - on request
- Call campaign : according to configuration - on request
- Voice recording (500 MB) (€ 23/month) - degressive prices on request
- Statistics - degressive prices on request

Price Voice Continuity

Monthly fee and additional costs (€, VAT excl.) : Each contract contains :

- A monthly fee (€/month) based on the volume of licenses
- TRM traffic (Traffic Routing Management) (setup €/ rerouted call)

- Example for Voice Continuity (Depending on the total quantity of needed licenses, a discount is automatically applied to the monthly fee).
 - 5 licenses : € 10 per month for the service independent of the usage
 - TRM routing costs : 0,0549 €/call

Duration, renewal and termination

- Undefined term
- Termination, in writing, at any time and free of charge.

Features for end-users with disabilities

Detailed information on adapted solutions: 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

(¹) Article 102, paragraphe 3, de la directive (UE) 2018/1972 du Parlement européen et du Conseil du 11 décembre 2018 établissant le code des communications électroniques européen (JO L 321 du 17.12.2018, p.36)