



# Accessible devices for people with an intellectual impairment





## Tested devices

- The selected devices have been tested by an independent panel of people with a disability, coordinated by the non-profit association Passe-Muraille.
- This evaluation is based on predefined accessibility criteria taking into account the specific needs of the majority of people belonging to the same disability category.
- **We therefore do not guarantee that these devices can be optimally used by all people recognized as belonging to the disability category concerned.**
- This catalog will be updated regularly.





## Advantages of the devices

We recommend these devices for their various visual and tactile alerts that notify the user of incoming messages/calls, and also because of their programmable keys, ease of writing and receiving text messages/e-mails, and the possibility to make video calls.

It is important to note that all the devices running on Android 4.0.4 Ice Cream Sandwich have an accessibility menu as standard

It should be noted that the most recent, and most complete, versions of Android OS integrate:

- configuration of the accessibility menu on initial set-up of the device
- recognition of the caller through vibration
- a vibration creation module for the vibrate function





## List of tested devices

### A

[Apple Ipad Pro](#)  
[Apple iPhone 7 IOS](#)  
[Apple iPhone 7 Plus](#)  
[Apple iPhone 11 Pro](#)  
[Apple iPhone 13](#)

### C

[Crosscall Trekker X4](#)

### D

[Doro 8035](#)

### F

[Fairphone 3](#)  
[Fairphone 4](#)

### H

[Huawei Mate 10 PRO](#)

### L

[LG G6](#)



### N

[Nokia 4.2](#)  
[Nokia 5.4](#)  
[Nokia 8.3](#)

### O

[OnePlus 7T Pro](#)  
[OnePlus 8 Pro](#)  
[OnePlus 8T](#)  
[OnePlus 9 Pro](#)  
[OnePlus Nord CE](#)  
[One + Nord 2](#)  
[OPPO A54 5G](#)  
[OPPO Find X2 Pro](#)  
[OPPO Find X3 Lite](#)  
[OPPO Reno 4 PRO 5G](#)  
[OPPO Reno 6 5G](#)

### S

[Samsung A5](#)  
[Samsung A7](#)  
[Samsung A8](#)  
[Samsung A50](#)  
[Samsung A51](#)  
[Samsung A71](#)  
[Samsung Galaxy A10](#)  
[Samsung Galaxy A12](#)  
[Samsung Galaxy A32 5G](#)

[Samsung Galaxy A52](#)  
[Samsung Galaxy A52 5G](#)  
[Samsung Galaxy Alpha](#)  
[Samsung Galaxy Note 8](#)  
[Samsung Galaxy Note 10+](#)  
[Samsung Galaxy Note 20 5G](#)  
[Samsung Galaxy Z Flip 5G](#)  
[Samsung Galaxy Z Fold 5G](#)  
[Samsung Galaxy Z Fold3 5G](#)  
[Samsung Galaxy S10 Lite](#)  
[Samsung Galaxy S21 5G](#)  
[Samsung J4+](#)  
[Samsung J6](#)  
[Samsung S10](#)  
[Samsung S20+](#)  
[Samsung S20FE 5G](#)

### X

[Xiami Redmi Mi 11j](#)  
[Xiami Redmi Note 10](#)  
[Xiaomi Redmi 10](#)  
[Xiaomi 11 Lite 5G NE](#)  
[Xiaomi 11T Pro](#)





## Accessible mobile phones

We recommend these devices for people with a mental impairment who are looking for a telephone that is easy to use: programmable keys, simple menu management, etc.



Very good



Good



Average

Assessment	Model	Comments
	APPLE iPad 2020 	<ul style="list-style-type: none"><li>• If you already have an iPhone or an iPad configured in terms of accessibility, you can transfer accessibility preferences.</li><li>• Simplified launcher + "App library" organization</li><li>• Dictation (voice input) + Siri</li></ul>



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Assessment	Template	Comments	Possible adaptation
	IPHONE 7 IOS 14 	<ul style="list-style-type: none"><li>Siri and Voice Control</li></ul>	



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Evaluation	Model	Comments	Possible adaptation
	Apple iPhone 7 plus (IOS 10) 	<ul style="list-style-type: none"><li>• Configuration rapide et facile du mode Accessibilité via iTunes sur ordinateur</li><li>• Menu accessibilité très complet</li><li>• Commande vocale efficace</li><li>• Qualité d'image +++</li><li>• Grand écran</li></ul>	<p>Il est possible de télécharger et de configurer des logiciels de lecture d'écran, de synthèse et de commande vocale en néerlandais via App Store.</p> <p>L'utilisation d'un stylet adapté peut faciliter l'usage de l'appareil</p>



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Assessment	Model	Comments
	APPLE iPhone 11 Pro 	<ul style="list-style-type: none"><li>• If you already have a configured iPhone, you can transfer accessibility preferences.</li><li>• Quick call and SMS key</li><li>• Simplified launcher + "App library" organization</li><li>• Dictation (voice input) + Siri</li></ul>





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Assessment	Model	Comments
	Apple   iPhone 13 	<ul style="list-style-type: none"><li>• Pressure duration settings (short - medium - long)</li><li>• Delete animations</li><li>• Switch Access</li><li>• Fast calling and texting in two steps</li><li>• Caller identification by photo and/or ringtone</li><li>• Timeframe setting to perform an action</li></ul>



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Assessment	Model	Comments	Possible adaptation
	CrossCall Trekker X4 	<ul style="list-style-type: none"><li>• Simple and relatively clear menu.</li><li>• Volume keys.</li><li>• Certain keys require you to press with force.</li></ul>	



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Assessment	Model	Comments	Possible adaptation
	Doro 8035 	"Easy"/"Advanced" mode key programming	



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Very good



Good



Average

Assessment	Model	Comments	Possible adaptation
	Fairphone 3 	<ul style="list-style-type: none"><li>• Designed in such a way that its parts are replaceable</li><li>• Personalizable adjustment of hold delay</li><li>• Simple menu</li><li>• Some shortcuts available via the accessibility menu: screenshot</li></ul>	



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Average

Assessment	Model	Comments
	Fairphone 4 	<ul style="list-style-type: none"><li>• Pressure duration settings (short - medium - long)</li><li>• Delete animations</li><li>• Switch Access</li><li>• Fast calling and texting in two steps</li><li>• Caller identification by photo and/or ringtone</li><li>• Timeframe setting to perform an action</li></ul>



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Evaluation	Model	Comments	Possible adaptation
	HUAWEI Mate 10 PRO 	<ul style="list-style-type: none"><li>• Accessibility menu seems complete but has certain limitations (inexistent or incoherent functions)</li><li>• Programmable simplified mode</li></ul>	



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Evaluation	Model	Comments	Possible adaptation
	<b>LG G6</b> 	<ul style="list-style-type: none"><li>• Accessibility menu accessible from first start-up</li><li>• Large, good-quality screen</li><li>• Large pointer</li><li>• Possibility of centralizing call controls on one button</li><li>• Touch assistant</li><li>• Restriction of touch control to certain areas of the screen</li></ul>	<p>Possibility of downloading and configuring screen-reading, voice-synthesis and voice-command software in Dutch via App Store.</p> <p>An adapted stylus can make it easier to operate the device</p> 



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Evaluation	Model	Comments	Possible adaptation
	<p>Nokia 4.2</p>	<ul style="list-style-type: none"><li>Adjustable responsiveness: Short - Medium - Long</li><li>Possibility of configuring the phone to click automatically if the cursor is immobile for a set time.</li></ul>	





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Evaluation	Modèle	Commentaire	Adaptation possible
	<p><b>Nokia 5</b></p> 	<ul style="list-style-type: none"><li>• The menu is relatively complex, but the basic controls are easily accessible</li><li>• Low quality screen</li></ul>	<p>Possibilité de télécharger des applications simplifiant le menu</p> <p>L'utilisation d'un stylet adapté peut faciliter l'usage de l'appareil</p> 



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Assessment	Model	Comments
	Nokia 5.4 	<ul style="list-style-type: none"><li>Quick call and SMS key</li></ul>



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Assessment	Template	Comments	Possible adaptation
	Nokia 8.3 	<ul style="list-style-type: none"><li>Relatively complex menu structure</li></ul>	



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Assessment	Model	Comments	Possible adaptation
	OnePlus 7T Pro 	<ul style="list-style-type: none"><li>• 3 types of style: standard, colored buttons, color inversion</li><li>• Form of buttons (round, square, etc.)</li></ul>	



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Assessment	Model	Comments	Possible adaptation
	OnePlus 8 Pro 	<ul style="list-style-type: none"><li>• Programmable screen gestures</li><li>• Choice of touch &amp; hold delay</li><li>• Enlarged characters.</li><li>• Quick gestures: - Flip to mute - Screenshot (with 3 fingers) - Lift to answer or divert - Activate one-hand mode - Screen gestures off: Double tap to wake up</li></ul>	



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Assessment	Model	Comments
	OnePlus 8T 	<ul style="list-style-type: none"><li>• Simple menu</li><li>• OK Google</li><li>• Programmable keys, icons, gestures, ...</li><li>• Quick call and SMS key</li></ul>



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Very good



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Average

Assessment	Model	Comments
	OnePlus 9 Pro 	<ul style="list-style-type: none"><li>• Choice of touch and hold delay</li><li>• Relatively simple tree structure</li><li>• Sometimes too much on-screen information</li><li>• Possibility of reducing the number of on-screen icons</li><li>• Favorite contacts</li><li>• Widget creation</li></ul>



## Accessible mobile phones

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Very good



Good



Average

Assessment	Model	Comments
	OnePlus Nord CE 	<ul style="list-style-type: none"><li>• Choice of touch and hold delay</li><li>• Relatively simple tree structure</li><li>• Sometimes too much on-screen information</li><li>• Possibility of reducing the number of on-screen icons</li><li>• Favorite contacts</li><li>• Widget creation</li></ul>





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Assessment	Model	Comments
	OnePlus Nord 2 	<ul style="list-style-type: none"><li>• Choice of touch and hold delay</li><li>• Switch Access</li><li>• Remove animations</li></ul>



## Accessible mobile phones

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Very good



Good



Average

Assessment	Model	Comments
	OPPO A54 5G 	<ul style="list-style-type: none"><li>• Choice of touch and hold delay</li><li>• Possibility of reducing the number of on-screen icons</li><li>• Favorite contacts for direct access</li><li>• Simple tree structure</li><li>• Simplified search using colored icons</li></ul>



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Very good



Good



Average

Assessment	Model	Comments	Possible adaptation
	OPPO Find X2 Pro 	<ul style="list-style-type: none"><li>• Simplified mode</li><li>• Possibility of configuring the launcher grid</li><li>• Choice of touch &amp; hold delay</li><li>• Enlargement of characters</li></ul>	



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Very good



Good



Average

Assessment	Model	Comments
	OPPO Find X3 Lite 	<ul style="list-style-type: none"><li>• Possibility to activate a predefined menu with large icons and good contrast</li></ul>



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Very good



Good



Average

Assessment	Template	Comments	Possible adaptation
	OPPO Reno 4 Pro 5G 	<ul style="list-style-type: none"><li>• Simplified mode</li><li>• Possibility of configuring the launcher grid</li><li>• Choice of touch and hold delay (short - moderate - long)</li><li>• Limited font size</li></ul>	



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Very good



Good



Average

Evaluation	Model	Comments	Possible adaptation
	<p>Samsung A5</p> 	<ul style="list-style-type: none"><li>• Accessibility menu available on initial set-up of the device</li><li>• Ergonomic configuration via an interface which classifies the adaptations into special needs categories (sight, hearing, dexterity and interactions).</li><li>• Possibility of configuring a simplified menu.</li></ul>	<p>An adapted stylus can make it easier to operate the device</p> 



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Average

Assessment	Model	Comments
	OPPO RENO 6 5G 	<ul style="list-style-type: none"><li>• Choice of touch and hold delay</li><li>• Switch Access</li><li>• Remove animations</li><li>• Drop a contact on the home screen. When opening the contact, choice between phone, video, text</li></ul>



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Very good



Good



Average

Assessment	Model	Comments	Possible adaptation
	Samsung A7 2018 	<ul style="list-style-type: none"><li>• LED notification</li><li>• Facial recognition and fingerprint scanner</li></ul>	





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Very good



Good



Average

Evaluation	Model	Comments	Possible adaptation
	<ul style="list-style-type: none"><li>Samsung A50</li></ul> 	<ul style="list-style-type: none"><li>Possibility of adapting the grids of the Home screen and Apps screen</li><li>Volume keys</li><li>Assistant menu: in overlay, possibility of including the chosen apps and managing their layout</li><li>Short (0.5 sec.) - Medium (1 sec.) - Long (1.5 sec.) - possibility of personalizing the press duration</li><li>Slide to call/send texts</li><li>Read aloud function for caller identification</li></ul>	



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Very good



Good



Average

Assessment	Model	Comments	Possible adaptation
	<p>Samsung A51</p> 	<ul style="list-style-type: none"><li>• Personalizable adjustment of hold delay</li><li>• Simplified launcher: simplified and larger icons</li><li>• Centralization of the buttons on the right-hand side of the phone</li></ul>	



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Very good



Good



Average

Assessment	Template	Comments	Possible adaptation
	<p>Samsung A71</p> 	<ul style="list-style-type: none"><li>• Simplified mode</li><li>• Voice Assistant</li></ul>	



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Very good



Good



Average

Assessment	Model	Comments	Possible adaptation
	<p>Samsung Galaxy A10</p>	<ul style="list-style-type: none"><li>• Possibility of adapting the grids of the Home screen and Apps screen.</li><li>• Volume Keys.</li><li>• Assistant menu: in overlay, possibility of including the chosen apps and managing their layout.</li><li>• Key-press duration from 0.5 s to 1.5 s - possibility to personalize the key press.</li><li>• Slide to call/send texts.</li><li>• Read aloud function for caller identification.</li></ul>	



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Very good



Good



Average

Evaluation	Model	Comments	Possible adaptation
	SAMSUNG Galaxy A 8 	<ul style="list-style-type: none"><li>Samsung accessibility menu very complete and well implemented</li></ul>	



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Very good



Good



Average

Assessment	Model	Comments
	Samsung Galaxy A32 5G 	<ul style="list-style-type: none"><li>• Choice of touch and hold delay</li><li>• Possibility of reducing the number of on-screen icons</li><li>• Favorite contacts for direct access</li><li>• Simple tree structure</li><li>• Simplified search using colored icons</li></ul>



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Very good



Good



Average

Assessment	Model	Comments
	Samsung Galaxy A 12 	<ul style="list-style-type: none"><li>• Bixby</li><li>• Keys, icons, gestures, ... Programmable via volume key ==&gt; voice assistant - side panel + volume up ==&gt; enable accessibility settings</li><li>• Quick call and SMS key</li><li>• Choice of touch and hold delay</li><li>• Simplified menu available</li></ul>



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Very good



Good



Average

Assessment	Model	Comments
	Samsung Galaxy A 52 	<ul style="list-style-type: none"><li>• Quick call and SMS key</li><li>• Choice of touch &amp; hold delay</li><li>• Possibility to change the number of rows and columns of icons per screen</li><li>• Simplified menu available</li><li>• Disable animations</li></ul>





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Very good



Good



Average

Assessment	Model	Comments
	Samsung Galaxy A52 5G 	<ul style="list-style-type: none"><li>• Adjustable display delay for messages requiring an action from 10 sec to 2 minutes</li><li>• Choice of touch and hold delay</li><li>• Relatively simple tree structure, but NOTE that the extremely large choice of options may render the use of the device more complex.</li><li>• Adjustable number of icons on the screen</li><li>• Add an "app" button on the home screen</li><li>• Add widget for favorite contacts</li><li>• Switch Access</li><li>• Bixby</li><li>• External switch device</li><li>• Remove animations</li></ul>



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Very good



Good



Average

Assessment	Model	Comments
	Samsung Galaxy S21 5G 	<ul style="list-style-type: none"><li>• Quick call and SMS key</li><li>• Choice of touch &amp; hold delay</li><li>• Simplified menu available</li><li>• Disable animations</li></ul>



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Very good



Good



Average

Evaluation	Model	Comments	Possible adaptation
	<p>Samsung Galaxy Note 8</p> 	<ul style="list-style-type: none"><li>• Samsung accessibility menu</li><li>• 6.3" screen</li><li>• Unlocking with face recognition</li><li>• Integrated stylus</li></ul>	



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Average

Assessment	Model	Comments	Possible adaptation
	<p>Samsung Galaxy Note 10+</p> 	<ul style="list-style-type: none"><li>• Programming of favorites with photo</li><li>• S pen</li><li>• Personalizable adjustment of hold delay</li></ul>	



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Good



Average

Assessment	Template	Comments	Possible adaptation
	<p>Samsung Note 20 5G</p>	<ul style="list-style-type: none"><li>• Simplified mode</li><li>• Voice Assistant</li></ul>	



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Average

Assessment	Model	Comments	Possible adaptation
	<p>Samsung Galaxy J4 +</p>	<ul style="list-style-type: none"><li>• Touch screen lock (prevents screen from detecting an accidental touch)</li></ul>	



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Very good



Good



Average

Assessment	Model	Comments	Possible adaptation
	<p>Samsung J6</p>	<ul style="list-style-type: none"><li>• Possibility of choosing the number of on-screen icons</li><li>• Relatively simple menu</li><li>• Photo-based caller ID</li><li>• Simplified launcher</li></ul>	



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Average

Evaluation	Model	Comments	Possible adaptation
	<ul style="list-style-type: none"><li>Samsung S10</li></ul> 	<ul style="list-style-type: none"><li>Possibility of adapting the grids of the Home screen and Apps screen</li><li>Volume keys</li><li>Assistant menu: in overlay, possibility of including the chosen apps and managing their layout</li><li>Short (0.5 sec.) - Medium (1 sec.) - Long (1.5 sec.) - possibility of personalizing the press duration</li><li>Slide to call/send texts</li><li>Read aloud function for caller identification</li></ul>	





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	Samsung Galaxy S10 Lite 	<ul style="list-style-type: none"><li>• Simplified mode</li><li>• Voice Assistant</li></ul>	



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Assessment	Model	Comments	Possible adaptation
Hard of hearing 	Samsung S20 + 	<ul style="list-style-type: none"><li>• Sound quality enhancement of hearing aids</li><li>• Bluetooth hearing aid connection</li><li>• Choice of vibrations</li><li>• Not very stable on horizontal or vertical support</li><li>• Choice of vibrations and intensities</li><li>• Automatic transcription of texts into text form</li></ul>	
Deaf 			



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Very good



Good



Average

Assessment	Model	Comments
	Samsung S20 FE 5G 	<ul style="list-style-type: none"><li>• Optimized menu: the same items are accessible according to several different logics. Very intuitive</li><li>• Bixby</li><li>• Programmable keys, icons, gestures... via volume key ==&gt; voice assistant - side panel + volume up ==&gt; enable accessibility settings</li><li>• Quick call and SMS key</li></ul>



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Assessment	Model	Comments
	Samsung Galaxy Z Flip 3 5G 	<ul style="list-style-type: none"><li>• Pressure duration settings (short - medium - long)</li><li>• Delete animations</li><li>• Universal switch</li><li>• Bixby</li><li>• Caller identification by photo and/or ringtone</li><li>• Note : to configure the visual and sound identification of the caller, go through the "contact" app.</li></ul>



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Average

Assessment	Model	Comments
	<p>Samsung Galaxy Z Fold 2 5G</p>	<ul style="list-style-type: none"><li>• Optimized menu: the same items are accessible according to several different logics. Very intuitive</li><li>• Bixby</li><li>• Programmable keys, icons, gestures, ... via volume key ==&gt; voice assistant - side panel + volume up ==&gt; enable accessibility settings</li><li>• Quick call and SMS key</li></ul>



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Average

Assessment	Model	Comments
	Samsung Galaxy Z Fold 3 5G 	<ul style="list-style-type: none"><li>• Choice of touch and hold delay</li><li>• Adjustable number of icons on the screen</li><li>• Add an "app" button on the home screen</li><li>• Switch Access</li><li>• Bixby</li><li>• External switch device</li><li>• Remove animations</li></ul>



## Accessible mobile phones

We recommend these devices for people with a mental impairment who are looking for a telephone that is easy to use: programmable keys, simple menu management, etc.



Very good



Good



Average

Evaluation	Model	Comments	Possible adaptation
	<b>Sony Xperia XZ Premium</b> 	<ul style="list-style-type: none"><li>• Accessibility menu offered on initial set-up but quite limited</li><li>• Large good resolution screen</li></ul>	An adapted stylus can make it easier to operate the device.



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Very good



Good



Average

Assessment	Model	Comments
	Xiaomi Redmi Mi 11i 	<ul style="list-style-type: none"><li>• Choice of touch and hold delay</li><li>• Possibility of reducing the number of on-screen icons</li><li>• Smart Android Notifications</li><li>• Simple tree structure</li><li>• Simplified search using colored icons</li></ul>





## Accessible mobile phones

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Very good



Good



Average

Assessment	Model	Comments
	Xiaomi Redmi Note 10 	<ul style="list-style-type: none"><li>• Adjustable display delay for messages requiring an action from 10 sec to 2 minutes</li><li>• Choice of touch and hold delay</li><li>• Relatively simple tree structure</li><li>• Possibility of reducing the number of on-screen icons</li></ul>



## Accessible mobile phones

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Very good



Good



Average

Assessment	Model	Comments
	Xiaomi Redmi 10 	<ul style="list-style-type: none"><li>• Choice of touch and hold delay</li><li>• Switch Access</li><li>• Remove animations</li><li>• Adjustable time to take action</li><li>• Fast calling and texting in two steps</li><li>• Widgets/Screen layout 4x4 - 5x5</li></ul>



## Accessible mobile phones

We recommend these devices for people with a mental impairment who are looking for a telephone that is easy to use: programmable keys, simple menu management, etc.





Very good



Good



Average

Assessment	Model	Comments
	Xiaomi 11 Lite 5G NE 	<ul style="list-style-type: none"><li>• Pressure duration settings (short - medium - long)</li><li>• Delete animations</li><li>• Switch Access</li><li>• Fast calling and texting in two steps</li><li>• Caller identification by photo and/or ringtone</li></ul>



## Accessible mobile phones

We recommend these devices for people with a mental impairment who are looking for a telephone that is easy to use: programmable keys, simple menu management, etc.



Very good



Good




Average

Assessment	Model	Comments
	XIAOMI 11T Pro 	<ul style="list-style-type: none"><li>• Pressure duration settings (short - medium - long)</li><li>• Delete animations</li><li>• Switch Access</li><li>• Fast calling and texting in two steps</li><li>• Caller identification by photo and/or ringtone</li><li>• Timeframe setting to perform an action</li></ul>



## Accessible fixed-line phones

We recommend these phones for their large keys, high-contrast screen, and hands-free function.

Models	Visual impairment		Hearing impairment		Motor impairment	Mental impairment	Comments
	Visually impaired	Blind	Hard of hearing	Deaf			
<p>Maestro 6042</p> 	+	+	+	/	+	+	<p>Large white keys with large black characters or black keys with large white characters.            Caller name and number display via the appropriate Proximus services.            Hands-free function            LED indicator for incoming calls            Large backlit touch screen with medium-sized characters            Possibility to double the volume of the handset via a button on the front of the phone.            Adjustable speaker volume.            3 programmable direct dialling buttons.            Directory for up to 10 numbers.</p>


- + Suitable
- Not suitable
- +/- Can be used with its basic functions or with assistance





## Accessible fixed-line phones

We recommend these phones for their large keys, high-contrast screen, and hands-free function.

Models	Visual impairment		Hearing impairment		Motor impairment	Mental impairment	Comments
	Visually impaired	Blind	Hard of hearing	Deaf			
<p><b>Twist 392</b></p> 	+	+	+	/	+	+	<p>Hands-free function with adjustable volume on the base station. This makes it easier to use the phone's call and answer functions.</p> <p>Moreover, the programmable call keys on the base station (with the possibility to place a photo in the button) make the phone very suitable for people with a mental or motor impairment or for the elderly.</p> <p>Need for training or assistance with the programming of extra functions for the blind and visually or mentally impaired.</p> <p>Switch to the "T" position possible, but not very efficient.</p> <p>However, the adjustable volume via the handset and the amplification function allow you to listen at a comfortable level thanks to the loud, high-quality sound.</p>

+  
-  
+/-

Suitable  
Not suitable  
Can be used with its basic functions or with assistance





## Adapted rate plans

- If you want to call, text and surf freely, we recommend our Mobilus subscription from €15/month [www.proximus.be/mobilus](http://www.proximus.be/mobilus)
- If you want to call, text and surf without exceeding your budget, we recommend our Mobilus Full Control subscription from €15/month [www.proximus.be/fullcontrol](http://www.proximus.be/fullcontrol)
- If you want to combine your Mobilus or Mobilus Full Control subscription with an Internet, television and fixed telephony subscription, check out our Tuttimus offer [www.proximus.be/tuttimus](http://www.proximus.be/tuttimus)

## Social rate

People with a disability may, under certain conditions, be eligible to benefit from the social rate. [www.proximus.be/social](http://www.proximus.be/social)





## Customer service

Our customer service can be reached:

- by phone: 0800 55 800
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If you would like to benefit from an even easier experience, you are welcome to visit our Proximus Centers. You can set up an appointment in order to be helped immediately and avoid having to queue.

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