

Specific Terms and Conditions Proximus Secure Net Service

The present Specific Terms and Conditions set out the conditions for the use of the 'Proximus Secure Net Service' (hereinafter referred to as the "Service"), provided by Proximus SA under public law, operating under the trade name Proximus, hereinafter referred to as "Proximus".

1. The Proximus Secure Net Service (hereinafter, the "Service") is a cloud security service based on a Cisco Powered Security solution that gives the customer protection from cyberattacks such as malware and phishing. It protects at the DNS-layer before a threat ever reaches the customer's network throughout the Service period. Proximus Secure Net checks whether a domain name that the customer is visiting contains malicious content. In cases where a domain is identified as such, the customer will be transferred to a page notifying them that the visit contains malicious content and also that, for security reasons, access to the domain will not be allowed. The Domain Name Service (DNS) must be received automatically by Proximus modem or the Proximus Mobile Internet connection and not be altered by the customer. The [Cisco's End User License Agreement](#) ("EULA") applies to the Service. The EULA is provided to the customer during the Service ordering.
2. The Service is available to customers who have a contract with Proximus for their fixed and/or mobile Internet access (hereinafter, the "Main Contract").
3. The service can be activated on the customer's fixed internet subscription and/or mobile subscription(s). The Service provides a solution for all devices connected to the Proximus fix internet or Proximus mobile internet (if the mobile internet connection of the protected device is shared via a wireless access point). If the customer wishes to secure several mobile subscriptions, he must activate the Service on each mobile subscription. If the service is activated on a mobile subscription exclusively, only the mobile Internet connections of the device concerned will be protected (excluding fixed Internet connections). If the customer has a pack, the subscription to the service is activated on the fixed line and all mobile subscriptions included in the pack. In that case, the customer can then choose to deactivate the Service for each mobile subscription via MyProximus.
4. The Service is governed by the following documents: these Specific Terms and Conditions, the Offer, and the Main Contract and the General terms and conditions for consumers and small enterprises. These documents are also referred to collectively as the "Proximus Secure Net". In case of a conflict between the documents, these Specific Terms and Conditions shall take precedence. Consequently, the provisions of the Main Contract also apply to the Service, particularly as regards the rules of use of Internet content, the sending of e-mails, billing, payment, dispute settlement, the collection and use of personal data, and insofar as the provisions of these Specific Terms and Conditions do not explicitly deviate from the provisions of the Main Contract. The terms and conditions of the customer's fixed and/or mobile Internet access are governed by the Main Contract.
5. The prices that apply to the Service, and to the pay-for options of the Service, are mentioned in the Offer. These prices do not include the costs of the fixed and/or mobile Internet access.
6. To use the Service, the customer must only subscribe to the service. The service does not require any installation.
7. Proximus shall use all its expertise to provide a high-quality Service to the customer. However, Proximus does not give any guarantees as to the flawless or uninterrupted operation of the Service. If the Service has a malfunction, the customer must inform Proximus as soon as possible. To this end, Proximus shall make a helpdesk available to the customer under the conditions laid down in the Main Contract. Proximus will make every reasonable effort to resolve the problem as quickly as possible.
8. Like any security solution, the features of the Proximus secure Net cannot guarantee 100% protection against malware attacks and phishing attacks. However, due to the quality of the technology used, they significantly reduce the level of exposure to these threats.
9. The Service is not designed to clean infected devices or drives. If the devices are infected, this service will not remove the threats.
10. Proximus can interrupt the Service:
 - to maintain, repair, change or extend the network or the appropriate platform;
 - if the customer's use of the Service is likely to jeopardize the proper operation of the Service or the Proximus network in general.
11. Proximus can only be held liable in cases where the customer can prove that Proximus or one of its employees is guilty of theft or serious misconduct. In all other cases, Proximus liability with regard to the provision of the Service is excluded with regard to immaterial or indirect damage (such as loss of profits, loss of business opportunities, and loss or corruption of data), and for proven, material and personal damage is strictly limited to the largest of the following amounts: reimbursement of the Service fee due for the past 12 months of use, or a maximum compensation of 50 euros.
12. The Contract enters into effect on the day that Proximus accepts the customer's order, for an indefinite term. The customer may terminate the Contract at any time. Proximus Secure Net can be deactivated through My Proximus or by contacting the Proximus Support.

13. Since the Contract is a supplement to the Main Contract, it will automatically end by no later than the day that the Main Contract ends.
14. Proximus reserves the right to amend the Contract and the terms and conditions of the Service (including its price) and undertakes to inform the Customer of such in writing (for example, by e-mail, SMS or message on the invoice) at least 1 month before the said amendments enter into force. Customers who do not accept the amendments to the Contract may terminate their Contract at no cost.
15. Proximus reserves the right to modify the Service in accordance with Article 1701/17 of the Civil Code. Proximus can change certain technical features of the Service at any time to maintain or improve the service.
16. If Proximus decides to terminate the definitive delivery of a Service for all Customers, it shall inform the Customer at least three months in advance. Proximus shall not be required to pay any compensation to the Customer.