

Date 16 October 2016  
Document number 9823143128  
Customer number 106995940  
Agreement 78  
Your VAT number BE 0202 239 951  
Your reference  
Customer address  
SUMIXOR N.V.  
Carlstraat 2  
1140 Brussel

Invoice



SUMIXOR N.V.  
Lebeastraat 2  
1000 Brussel

## Your invoice of 16 October 2016

**Total** (excl. VAT and rounded to two decimal places)

€ 419,35

VAT 21% on € 419,35

€ 88,06

**Total of this invoice** (incl.VAT)

€ 507,41

Services provided by third parties (document ST-9823143128)

€ 13,01

**Total amount payable**

€ 520,42

## Your invoice online?

Surf to [www.proximus.be/myproximus](http://www.proximus.be/myproximus)

Your MyProximus user name:  
info@sumixor.be

Activation code for creating a new  
user name: Sx12jy94

## Any further questions?

Surf to [www.proximus.be/invoice-enterprise](http://www.proximus.be/invoice-enterprise)

## To be paid by 26 October 2016

To be paid € 520,42

Name & address Proximus  
Koning Albert II-laan 27  
1030 Brussel

IBAN BE 50000171003118

BIC BPOTBEB1

Communication +++640/0002/90942+++

### Your Customer Support Officer for Fixed services

✉ cso.marc.lammens@proximus.com  
☎ 02 205 45 56

### Your Customer Support Officer for Mobile services

✉ cso.frank.peeters@proximus.com  
☎ 02 205 85 89

### Your Customer Support Officer ICT

✉ cso.petra.delange@proximus.com  
☎ 02 205 15 59

### Technical questions

☎ 0800 22 200

### Your Account Manager

✉ julie.martens@proximus.com  
☎ 02 205 12 23

### Proximus PLC under Belgian Public Law

Bd. du Roi Albert II 27, B-1030 Brussels, Belgium, VAT BE 0202.239.951, Brussels Register of Legal Entities, Giro BE50 0001 7100 3118 BPOTBEB1.

The Proximus general terms and conditions relating to the products and services mentioned in this invoice apply between the customer and Proximus.

By paying the amount indicated in this invoice the customer acknowledges that he has been able to take cognizance of and accepts these terms and conditions.

The general terms and conditions are available on [www.proximus.be/conditions](http://www.proximus.be/conditions).

# Extract of general terms and conditions

Below you will find an extract of the general terms and conditions applicable to the telephony services (fixed and mobile), Internet, (fixed and mobile), television and the related options. The complete version of this document, as well as the general terms and conditions applicable to Proximus' other products and services, are available on [www.proximus.be/](http://www.proximus.be/) conditions.

These general terms and conditions apply to telephony services (fixed and mobile), Internet (fixed and mobile), television and any related options.

## Contract

The contract is concluded orally and confirmed in writing, unless otherwise specified in the general terms and conditions or in the specific terms and conditions, and in the absence of any request to the contrary by the customer. Any written contract must be drawn up in duplicate and signed by the customer or by the latter's duly appointed representative.

The contract, general terms and conditions, price list, confirmation letter and, where applicable, the specific terms and conditions, together make up the contract concluded by the customer and Proximus PLC under Belgian public law, hereafter referred to as "Proximus". These documents may be obtained in all Proximus services accessible to the public or by calling customer service.

## Proximus' rights and obligations

Proximus shall provide the customer, who hereby accepts, with the service specified in the contract. The service shall be provided in accordance with the terms and conditions of the contract.

Proximus alone determines what technical means are necessary to obtain access to this service at the most favorable conditions.

Proximus shall make every reasonable effort to resolve the customer's problems. The customer has a single point of contact to report any faults.

## The customer's rights and obligations

The customer is solely liable to Proximus for the use of the service. He is required to use the service with due diligence and to respect what is prescribed by the provisions of the agreement.

The customer is personally responsible for paying all sums due. Any payer other than the customer shall not acquire any rights whatsoever with regard to Proximus.

Only approved devices in perfect working order may be connected to the network. The customer shall respect this provision each time he uses the device connected to the network. Proximus reserves the right to take all necessary measures to protect its network if it becomes apparent that the device used by the customer is of dubious origin.

In the framework of the service, the customer shall comply with the applicable laws and with the intellectual property rights and other third-party rights.

## Changes to the terms and conditions of the contract

Proximus shall inform its customers, by all appropriate means, of any changes made to these general terms and conditions, and of any rate increases. Except where Proximus is granted an exemption by the BIPT (the Belgian Institute for Postal services and Telecommunications), this information shall be provided at least one month before the changes enter into effect.

If, following a change to these general terms and conditions, the customer does not accept the new conditions imposed by the change, he may terminate the contract, without penalty, by registered letter addressed to Proximus, provided he does so no later than the last day of the month following the date on which the changes entered into effect.

In case of a rate increase, the customer has the right to cancel the contract without penalty, provided that he does so no later than the last day of the month following the receipt of the first bill issued after the changes entered into effect.

## Protection of privacy

Proximus registers the data of its customers in its files, e.g. identification data, data on the customer's use of Proximus products and services, customer traffic data (such as numbers called, date and time of Internet communications, type of call), location data, bill/payment advice notes and payment data, and technical data.

The customer data is stored for up to 10 years after the person in question has ceased to be a Proximus customer. Other storage times apply to certain types of data, such as traffic data, which are only kept for 12 months.

Customers who do not wish to receive commercial information about the products and services of the Proximus Group may notify customer service at the toll-free number 0800 99 487 or online via MyProximus.

User identification data and profiles may be shared with subsidiaries of the Proximus Group for marketing or advertising campaigns for Proximus Group products and services. Customers who do not agree to this can inform Proximus by contacting customer service or calling 0800 99 981 toll-free.

Customers who do not wish to receive commercial information about a third party's products and services via a bill insert can also notify customer service.

The data that the customer has provided for inclusion in the directory and in the directory assistance database is communicated to the printers of the directories and the providers of the directory assistance service.

The customer has a right to access and rectify the data concerning him. To that end, he must submit a request, duly signed and dated, together with a copy of his identity card, to Proximus' legal department, Boulevard du Roi Albert II 27, 1030 Brussels.

Even if the customer has instructed Proximus not to communicate any information about him, Proximus will provide the required information only at the request of the emergency services or if required to do so by the law.

Customers who do not want their data which is published in the telephone guide to be commercialized, can inform us by calling the toll-free number 0800 98 033 or by sending an e-mail to [annuaire@1307.be](mailto:annuaire@1307.be).

## Bill invoicing, payment and contestation

In this document, "invoice" refers to the document referred to as the invoice or any other document by which Proximus claims payment of its services or collects, for and on behalf of third parties, the amounts related to the services of these third parties.

Unless agreed otherwise, the bill will be sent every month and/or every two months to customers of the service marketed under the Proximus brand. The first bill following the activation of the service may be sent between two normal bill/payment advice notes.

In the event of proven or suspected fraud or serious doubts about the customer's solvency, Proximus may decide to bill the customer on a weekly basis.

Only one copy of the bill is drawn up and sent to the customer or the third-party payer designated by the customer, in accordance with the bill/payment advice note schedule (bill/payment advice note intervals) set by Proximus.

The customer can obtain, free of charge via MyProximus or on simple request, a more detailed version of the basic bill he has received.

Against payment, the customer can obtain a more detailed version of his bill on a permanent basis.

Thanks to MyProximus, the customer can consult, free of charge, the details of his last bill and of calls for which he has not yet been billed.

If the customer disputes a bill/payment advice note, he can obtain an itemized bill on request, free of charge.

The customer must indicate the item concerned and the amount disputed in any complaint filed.

If it transpires that the customer has wrongfully contested the last two consecutive bill/payment advice notes, or three of the last six bill/payment advice notes, Proximus reserves the right to claim payment in full of the new contested bill/payment advice note.

Moreover, if the new complaint proves to be unfounded, the customer may be billed for the costs of the investigation.

To be admissible at Proximus, any complaint about amounts billed must be submitted within 30 days of the bill/payment advice note's issue date. Beyond that time frame, the customer shall accept the bill in respect of the items billed and the billing amount.

The amounts billed by Proximus are payable within the time frame mentioned on the bill/payment advice note. Payment shall be made by bank transfer to the account number specified by Proximus, with an indication of the references included in the bill/payment advice note.

The designation of a third-party payer by the customer shall not exempt the customer from the obligation to pay if that third party fails to do so.

In case a bill has not been paid within the due date, Proximus will send, by any appropriate means (post, e-mail, SMS, etc.), a reminder to the defaulting customer or third-party payer designated by him.

## Reminders incur fixed administrative fees

The expiry of the due date for payment indicated in the reminder will serve as official notice to the customer. Interest on arrears calculated at the legal interest rate shall be due per day of late payment on the total uncontested amount of the bill in case of non-payment of the bill by the due date.

If Proximus entrusts the recovery of the debt to a third party, the customer will be billed a flat-rate amount for this of up to 15% of the principal amount, with a minimum of €60. By the same token, if the customer, a person using his/her subscription exclusively for non-professional purposes, has a debt claim against Proximus, the customer shall be entitled to the same amount should Proximus remain in default of reimbursement following the customer's request for reimbursement.

Where Proximus offers a "cash collecting" service (i.e. which allows the customer to pay via his Proximus bill for products/services distributed by third parties, in particular via premium rate numbers such as 0900 numbers, etc.). As the third party is the seller, the purchase or service contract is concluded directly between the customer and the third party. Proximus' role is limited to collecting the payment in the name and for the account of this third party or any organization designated by the latter. Proximus itself assumes no responsibility for the proper execution of the purchasing or service contract as such. In case of a complaint, the customer must contact the third-party seller directly. The amount related to this purchase or service, VAT included, will appear separately on the Proximus bill in the form of a statement, which is not valid as a bill in the fiscal sense. If the customer wants an invoice for this purchase or service, he should contact the third-party seller in advance.

## Suspension and termination by the customer

For open-ended contracts, the customer may terminate his contract at any time by providing 30 days' written notice (until 30/09/2012 a registered letter had to be used). All fees shall be payable until the end of the notice period.

The customer can terminate his open-ended or fixed-term contract at any time in writing, without having to state the underlying reasons, notwithstanding the conditions laid down in the article hereunder. Proximus sends a written confirmation of the cancellation date, taking into account the technical specifications.

Penalties in case of premature termination of a fixed-term contract:

- As regards consumer customers who terminate their contract in the first six months, Proximus reserves the right to demand a compensation equivalent to the total monthly subscription fees still due until the end of the first six months. This compensation is not subject to VAT.
- As for business (non-consumer) customers who terminate their contract prematurely, Proximus reserves the right to claim a compensation equivalent to the monthly fees that would have been due until the end of the current contract period. Moreover, for mobile customers, Proximus reserves the right to claim an additional compensation from business customers (non-consumer customers) equivalent to 50% of the average monthly amount of the communications charged during the previous three months (invoices closed at the moment of cancellation), multiplied by the number of remaining months until the initial end date, as well as a fixed indemnity of €50 per SIM card for administrative costs due to the premature termination. However, in the cases specified by law (subscribers with max. five numbers), the rules for premature termination regarding consumer customers are applicable to the concerned business customers.
- If the customer (business or consumer) received, for free or at a reduced price, a product whose acquisition was linked to his/her subscription to a fixed-term contract, he/she may be asked to pay additional compensation. This compensation will be equivalent to the remaining amount, according to the depreciation table, which is communicated to the customer when he subscribes to the contract, and which sets out the residual value of the terminal equipment for each month of the fixed-term contract.
- In the event of the customer's death, the penalties for premature termination shall not be due if the rightful owners notify Proximus of the death by any written means, accompanied with a death certificate.

## Complaints and disputes

Complaints relating to any unjustified deactivation of a connection must be lodged with Proximus within five calendar days of the deactivation (see contact on the first page of the bill/payment advice note).

## Ombudsman

In case of disagreement, the customer may contact the Telecommunications Ombudsman's service which is officially attached to the Belgian Institute for Postal services and Telecommunications.

The Brussels lower courts have sole jurisdiction for any claims or disputes relating to the interpretation or performance of the contract.

In case of a contradiction between this excerpt and the general terms and conditions, the latter shall take precedence.

# Overview of your invoice 1/1

**Date** 16 October 2016    **Document number** 9823143128    **Customer number** 106995940    **Agreement** 78    **Your VAT number** BE 0202 239 951    **Your reference**

This overview contains amounts in which discounts and promotional offers are included.

	One-time costs in €	Subscription / equipment in €	Usage in €	Total amount in € excl. VAT
<b>Total for all sections</b>	<b>50,0000</b>	<b>316,8044</b>	<b>52,5440</b>	<b>419,3484</b>
<b>General services</b>				<b>0,0000</b>
Telephony rate plans	-	2,4793	-2,4793	0,0000
p.4 ☎ Rate plans with call credit	-	2,4793	-2,4793	0,0000
<b>Telephony, Internet and TV services per address</b>				<b>419,3484</b>
<b>B-1000 Brussels, Lebeaustraat 2</b>	-	<b>81,8533</b>	<b>45,6130</b>	<b>127,4663</b>
<b>Telephony</b>	-	<b>38,0438</b>	<b>45,6130</b>	<b>83,6568</b>
p.4 ☎ Broadband telephony - 02 511 53 86	-	38,0438	-	38,0438
p.4 ☎ Broadband telephony - 02 511 53 88	-	0,0000	45,6130	45,6130
<b>Internet</b>	-	<b>43,8095</b>	<b>0,0000</b>	<b>43,8095</b>
p.5 🌐 Internet - 02 540 62 50	-	43,8095	0,0000	43,8095
<b>Equipment</b>	-	<b>0,0000</b>	-	<b>0,0000</b>
p.5 📠 Equipment - 02 540 62 50	-	0,0000	-	0,0000
<b>B-1140 Brussels, Carlistraat 2</b>	<b>50,0000</b>	<b>195,7873</b>	<b>9,4103</b>	<b>255,1976</b>
<b>Telephony</b>	-	<b>94,2670</b>	<b>9,4103</b>	<b>103,6773</b>
p.5 ☎ ISDN line - 02 244 51 51	-	14,8736	9,4103	24,2839
p.5 ☎ ISDN line - 02 244 51 52	-	39,6967	-	39,6967
p.5 ☎ ISDN line - 02 244 51 64	-	39,6967	-	39,6967
<b>Telephone exchange and accessories</b>	<b>50,0000</b>	<b>101,5203</b>	-	<b>151,5203</b>
p.6 ☎ Telephone exchange and accessories - 02 244 51 51	50,0000	101,5203	-	151,5203
<b>B-2200 Herentals, Molenvest 13</b>	-	<b>36,6845</b>	-	<b>36,6845</b>
<b>Telephony</b>	-	<b>36,6845</b>	-	<b>36,6845</b>
p.6 ☎ Telephone line - 011 80 26 13	-	15,7010	-	15,7010
p.6 ☎ Telephone line - 011 80 83 21	-	20,9835	-	20,9835

# Details of your invoice 1/3

Date	Document number	Customer number	Agreement	Your VAT number	Your reference
16 October 2016	9823143128	106995940	78	BE 0202 239 951	

This overview contains amounts in which discounts and promotional offers are included.  
Consult [www.proximus.be/myproximus](http://www.proximus.be/myproximus) to see your call details.

	Period or date	Quantity or volume	Duration or unit price in € excl. VAT	Total VAT in € excl. VAT %
<b>Total for all sections</b>				<b>419,3484</b>
Your discounts for a total sum of € 5,4539 have already been deducted				
<b>General services</b>				<b>0,0000</b>
<b>Telephony rate plans</b>				<b>0,0000</b>
€ <b>Rate plans with call credit</b>				<b>0,0000</b>
<b>Subscriptions</b>				<b>2,4793</b>
Pulse International Basic-call credit	October 2016	1	2,4793	2,4793 21
<b>Usage</b>				<b>-2,4793</b>
Uw Pulse International Basic	September 2016	-	-	-2,4793 21
<b>Telephony, Internet and TV services per address</b>				<b>419,3484</b>
<b>B-1000 Brussels, Lebeastraat 2</b>				<b>127,4663</b>
<b>Telephony</b>				<b>83,6568</b>
📞 <b>Broadband telephony - 02 511 53 86</b>				<b>38,0438</b>
<b>Subscriptions</b>				<b>38,0438</b>
ISDNolP-2 Standard	October 2016	1	38,0438	38,0438 21
ISDNolP-2 MSN Number	October 2016	1	1,4873	1,4873 21
Free MSN Numbers (ISDN-2 Standard)	October 2016	1	-	-1,4873 21
📞 <b>Broadband telephony - 02 511 53 88</b>				<b>45,6130</b>
<b>Subscriptions</b>				<b>0,0000</b>
ISDNolP-2 MSN Number	October 2016	1	1,4873	1,4873 21
Free MSN Numbers (ISDN-2 Standard)	October 2016	1	-	-1,4873 21
<b>Usage</b>				<b>45,6130</b>
<b>National</b>				
To other fixed lines	September 2016	13	0h18:26	0,7193 21
To fixed lines	September 2016	50	0h55:31	2,3311 21
Attempt to call	September 2016	24	-	0,3024 21
<b>To mobile networks</b>				
To Base	September 2016	1	0h25:01	1,2023 21
To Orange	September 2016	6	0h04:33	0,5547 21
To Proximus Mobile	September 2016	315	6h16:41	35,4350 21
To other mobile networks	September 2016	8	0h21:50	1,4612 21
<b>International</b>				
France	September 2016	22	1h40:43	3,3479 21
France mobile phone or special rate	September 2016	2	0h00:59	0,2591 21

Information: discount part

Your Pulse International Basic: € -2,4793

# Details of your invoice 2/3

**Date** 16 October 2016   
**Document number** 9823143128   
**Customer number** 106995940   
**Agreement** 78   
**Your VAT number** BE 0202 239 951   
**Your reference**

	Period or date	Quantity or volume	Duration or unit price in € excl. VAT	Total VAT in € excl. VAT %
<b>B-1000 Brussels, Lebeastraat 2</b>				
Internet				43,8095
📠 Internet - 02 540 62 50				43,8095
<b>Subscriptions</b>				43,8095
Internet Maxi	October 2016	1	38,1818	38,1818 21
Office & Go Services-Discovery for Maxi	October 2016	1	5,6277	5,6277 21
<b>Usage</b>				0,0000
<b>National</b>				
Fixed internet usage	September 2016	114.560	-	0,0000 21
Equipment				0,0000
📠 Equipment - 02 540 62 50				0,0000
<b>Subscriptions</b>				0,0000
Modem b-box	October 2016	1	-	0,0000 21
<b>B-1140 Brussels, Carlistraat 2</b>				
Telephony				103,6773
📠 ISDN line - 02 244 51 51				24,2839
<b>Subscriptions</b>				14,8736
Series of 10 call numbers (DDI)	October 2016	2	7,4368	14,8736 21
<b>Usage</b>				9,4103
<b>National</b>				
To other fixed lines	September 2016	11	5u54:30	6,7502 21
To fixed lines	September 2016	5	0u17:33	0,3656 21
<b>To mobile networks</b>				
To Base	September 2016	2	0u03:00	0,9997 21
To Orange	September 2016	4	0u42:27	0,5547 21
To Proximus Mobile	September 2016	11	0u08:02	0,6859 21
To other mobile networks	September 2016	1	0u00:15	0,0542 21
📠 ISDN line - 02 244 51 52				39,6967
<b>Subscriptions</b>				39,6967
Phone line ISDN-2 Indialing	October 2016	1	39,6967	39,6967 21
📠 ISDN line - 02 244 51 64				39,6967
<b>Subscriptions</b>				39,6967
Phone line ISDN-2 Indialing	October 2016	1	39,6967	39,6967 21

# Details of your invoice 3/3

**Date** 16 October 2016   
 **Document number** 9823143128   
 **Customer number** 106995940   
 **Agreement** 78   
 **Your VAT number** BE 0202 239 951   
 **Your reference**

	Period or date	Quantity or volume	Duration or unit price in € excl. VAT	Total VAT in € excl. VAT %
<span>←</span> <b>B-1140 Brussels, Carlistraat 2</b>				
Telephone exchange and accessories				151,5203
<span>📞</span> Telephone exchange and accessories - 02 244 51 51				151,5203
<b>One-time charge</b>				<b>50,0000</b>
<b>Repairs</b>				
Configuration on distance	22 September 2016	1	50,0000	50,0000 21
<b>Subscriptions</b>				<b>101,5203</b>
Forum 526 main system	October 2016	1	20,0874	20,0874 21
Forum 52(x) card 4 anal.ext.	October 2016	1	5,6277	5,6277 21
Forum 52(x) card 8 digit.ext.	October 2016	1	11,1607	11,1607 21
Forum 52(x) card 4SO/TO.	October 2016	1	7,8215	7,8215 21
Forum 525/526 Voice mail	October 2016	1	14,5089	14,5089 21
Forum keypad Display FP 535	October 2016	1	5,5803	5,5803 21
F500 power for keypad & FIP 525/535.	October 2016	1	0,5581	0,5581 21
Forum 500- Forum Phone 525 kit (3pc)BL.	October 2016	1	13,2143	13,2143 21
Forum 500- Forum Phone 525 kit (3pc)BL.	25.10.16-29.10.16	1	13,2143	2,2024 21
F500 - ForumPhone 535 kit (3pc)BL.	October 2016	1	20,7590	20,7590 21
<b>B-2200 Herentals, Molenvest 13</b>				<b>36,6845</b>
Telephony				36,6845
<span>📞</span> Telephone line - 011 80 26 13				15,7010
<b>Subscriptions</b>				<b>15,7010</b>
Subsption elevator connection	October 2016	1	15,7010	15,7010 21
<span>📞</span> Telephone line - 081 72 21 11				20,9835
<b>Subscriptions</b>				<b>20,9835</b>
Phone line	October 2016	1	17,7603	17,7603 21
Call restriction to 0906/0907 nummers	October 2016	1	-	0,0000 21
Call restriction for gaming	October 2016	1	-	0,0000 21
Call restriction to perm. international	October 2016	1	3,2232	3,2232 21
Restriction Premium 090x(x=0,1,2,3,4,9)	October 2016	1	-	0,0000 21

# Details Services provided by third parties 1/1

Date 26 février 2016 Document number ST-9823143128 Customer number 106995940 Agreement 78 Your VAT number BE 0202 239 951 Your reference

Name	Service	Info	Period or date	Time	Duration	Total in € incl. VAT*
<b>Services provided by third parties</b>						<b>13,01</b>
<b>Calls to premium numbers</b>						<b>5,26</b>
<b>02 511 53 88</b>						<b>2,63</b>
0900 10 700	VTM	Voting Voice	2 September 2016	20h22	00:01:16	1,63
0900 10 700	VTM	Voting Voice	9 September 2016	21h05	00:00:25	1,00
<b>02 244 51 51</b>						<b>2,63</b>
0900 10 700	VTM	Voting Voice	16 September 2016	20h46	00:00:29	1,00
0900 10 700	VTM	Voting Voice	23 September 2016	20h51	00:01:21	1,63
<b>Other pay-for not Proximus services</b>						<b>7,75</b>
<b>02 511 53 88</b>						<b>7,75</b>
AVG Technologies	Google Play Store	-	September 2016		1	7,75

## Proximus' role

Facilitates the payment of services offered by third parties, but does not assume any responsibility for the execution of the purchase and/or the provision of the service/product.

The customer should contact directly the third party, the provider of the service/product, in case of any questions or complaints and to obtain an invoice.

Third-party contact details are available on the latter's website, or on [www.proximus.be/mcommerce](http://www.proximus.be/mcommerce) for m-commerce or [www.proximus.be/interactivity](http://www.proximus.be/interactivity) for interactive tv.

Circular Letter no. E.T.109.696, 12.11.2009

\* The amounts are rounded in this column.