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Customer service : 0800 55 500

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## **Business Flex (Fiber) Premium Call Connect: TEL (national and international calls) with Bizz Call Connect option + INT Pack (with and without Mobile and with or without TV)**

### **Contract summary**

This contract summary provides the main elements of this service offer as required by the EU law (<sup>1</sup>). It helps to make comparison between service offers. Complete information about the service is provided in other documents.

#### **Service and equipment**

**Pack including Fixed Voice Telephony and Fixed Internet Access with or without Mobile Voice Telephony / Mobile Internet Access subscription, with or without TV services.**

#### **Fixed Voice Telephony with Bizz Call Connect option:**

One IP line

- National calls :
  - Unlimited calls from the fixed line to national fixed lines (voice telephony) 24h/7.
  - 1,000 call minutes for calls from the fixed line (voice telephony) to all mobile numbers in Belgium 24h/7, after these 1,000 call minutes the customer calls at preferential rates.
- International calls:
  - 1.000 call minutes for calls made from the fixed line (voice telephony) to fixed lines and mobile numbers in the following countries: Bulgaria, Croatia, Cyprus, Denmark, Germany, Estonia, Finland, France, Greece, Hungary, Ireland, Italy, Latvia, Lithuania, Luxemburg, Malta, Netherlands, Austria, Poland, Portugal, Romania, Slovenia, Slovakia, Spain, Czech Republic, United Kingdom, Sweden, Andorra, Faeroe, Iceland, Liechtenstein, Monaco, Norway, San Marino, Switzerland, United States, Canada AND to all fixed numbers in Morocco and Turkey. Once these 1.000 call minutes have been used, the customer will benefit from preferential rates for his calls. All calls not covered by the benefits set out above are billed to the customer at preferential rates.
- The conditions do not apply to special and premium numbers (070, 077, 09xx, 1xxx, etc.).
- Includes the features of a telephone exchange:
  - First 2 licences (for 2 users with one fixed number each)
  - Call forwarding to these fixed numbers and to the mobile numbers associated with these licences
  - Handling of several calls simultaneously
  - Voice mail
  - Management of features from a web portal and a mobile application
- Other optional features available :
  - Additional licence with a fixed number
  - Internal licence

<sup>1</sup> Article 102(3) of Directive (EU) 2018/1972 of the European Parliament and of the Council of 11 December 2018 establishing the European Electronic Communications Code (OJ L 321, 17.12.2018, p. 36).

- Welcome message
- Interactive menu
- Music on hold
- Conference call

### Fixed Internet Access

- Unlimited download volume
- Internet Box included with Wi-Fi 6 technology, for more stable and faster internet
- Wi-Fi Booster included: Increase your Wi-Fi range or connect your TV wirelessly (to be confirmed after technician's visit or on request)

### TV services (if TV is chosen as an option by the customer)

- More than [80 TV channels](#)
- Access to the Proximus Pickx app on all your devices
- 5 GB extra data for using the Pickx app (only available when customer has mobile in his pack)
- TV Replay: Go back up to 36 hours in your TV guide
- 2 TV decoders included

### Your exclusive customer service :

Included in Business Flex: a Business Expert follows up each request end to end. Only accessible via the MyProximus app. [Click here for more information.](#)

### Mobile services: 1 to 10 mobile numbers per pack (configuration of your choice)

In Belgium + EU	Business Mobile S	Business Mobile M	Business Mobile Comfort	Business Mobile Maxi	Business Mobile Premium
Call minutes (Belgium and EU)	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
International call minutes (Belgium to EU)	-	100	250	500	1000(**)
SMS (Belgium and EU)	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
International SMS (Belgium to EU)	-	100	250	500	1000(**)
Data (*)	5GB	15GB	25GB	60GB	300GB in Belgium / 62GB in the EU + 1GB in the US, Canada, Switzerland

Belgium and EU: calls and text messages to special or Premium numbers, excluding international calls and texts messages from Belgium for Business Mobile Flex, excluding MMS messages.

EU = European Union countries + Iceland, Liechtenstein, Norway and United Kingdom

(\*) After using up the data included in the mobile plan, no extra charge but reduced surfing speed (except for Premium: extra charge in the EU)

<sup>1</sup> Article 102(3) of Directive (EU) 2018/1972 of the European Parliament and of the Council of 11 December 2018 establishing the European Electronic Communications Code (OJ L 321, 17.12.2018, p. 36).

(\*\*) Also for calls/text messages in the US, Canada, Switzerland and from the EU to these countries.

	Business Mobile S	Business Mobile M	Business Mobile Comfort	Business Mobile Maxi	Business Mobile Premium
Reduced speed	128 kbps	128 kbps	512 kbps	512 kbps	512 kbps

### Speeds of the Internet service and remedies

Fixed Internet Access	Speed	
	Download	Upload
min	(1)	(1)
Normally available	(1)	(1)
max	(1)	(1)

(1) Your Fixed Internet speed depends on your address, check out [Speedtest Internet connection | Proximus](#) and select Bizz Internet

Mobile internet access *		estimated maximum speed **				optimal maximum speed ***
		2G	3G	4G	5G	
Download	Business Mobile S				100 Mbps	100 Mbps
	Business Mobile M				250 Mbps	250 Mbps
	Business Mobile Comfort	200 Kbps	21 Mbps	220 Mbps	420 Mbps	1 Gbps
	Business Mobile Maxi				420 Mbps	1 Gbps
	Business Mobile Premium				420 Mbps	1 Gbps
Upload		100 Kbps	2 Mbps	60 Mbps	88 Mbps	100 Mbps

\* Subject to compatible terminal and subscription

\*\* The “estimated maximum speed” is the maximum speed that users can expect to achieve at different locations in the coverage area under realistic conditions. This maximum value results from measurements on the whole national territory and might vary depending on the selected compatible tariff plan, the device performance and your location during the use of the service. 5G being under deployment, the speed estimation is based on limited data.

\*\*\* The “optimal maximum speed” is the maximum speed that can be reached under optimal conditions and might vary depending on the selected compatible tariff plan, the device performance and your location during the use of the service.

If despite a normal use, the service quality of the Internet service presents a continuous or recurrent discrepancy in comparison with the estimated maximum speed, the consumer can lodge a complaint with the Customer service.

### Prices

#### Subscription (in € per month excl. VAT)

- Pack including fixed telephony with the Bizz Call Connect option (first 2 licences), fixed internet without TV service and without mobile subscription: € 90
- Pack including fixed telephony with the Bizz Call Connect option (first 2 licences) and fixed Internet, without mobile subscription and with TV: € 103
- Pack including fixed telephony with the Bizz Call Connect option (first 2 licences) and fixed Internet, mobile subscription (maximum 10 mobile numbers per pack) with or without TV:

<sup>1</sup> Article 102(3) of Directive (EU) 2018/1972 of the European Parliament and of the Council of 11 December 2018 establishing the European Electronic Communications Code (OJ L 321, 17.12.2018, p. 36).

- Monthly price of the pack with an initial mobile subscription included (depending on the type of mobile subscription chosen):

	INT + Prime + TEL with Bizz Call Connect + Business Mobile S	INT + Prime + TEL with Bizz Call Connect + Business Mobile M	INT + Prime + TEL with Bizz Call Connect + Business Mobile Comfort	INT + Prime + TEL with Bizz Call Connect + Business Mobile Maxi	INT + Prime + TEL with Bizz Call Connect + Business Mobile Premium
Without TV	103	114	121	127	142
With TV	116	127	134	140	155

- *If Fiber is available at your address: + €5/month*
- *If you want to take the Bizz Internet Guarantee option (not possible with Fiber): +€5/month with an activation fee of €50*
- Extra monthly fee, per additional mobile subscription of choice, added to the pack:
  - Business Mobile S : € 10
  - Business Mobile M : € 21
  - Business Mobile Comfort: € 28
  - Business Mobile Maxi : € 34
  - Business Mobile Premium : € 49
- Additional price per month, per additional Bizz Call Connect license: € 24
- Additional price per month, per Bizz Call Connect license, for an option in addition to the basic features of the telephone exchange:

	Monthly cost	Installation
Bizz Call Connect Advanced licence	€ 1,5	€ 1,5
Bizz Call Connect Operator licence	€ 7,5	€ 15
Bizz Call Connect Call Center licence	€ 2	€ 15
Bizz Call Connect licence usage interne	€ 6,5	€ 5
Bizz Call Connect Auto Attendant licence	€ 1,5	€ 2,5

- Additional price per month for the rental of phones and other accessories.

### Rented telephones

- IP Phone T33G : € 3,65 / month
- IP Phone T53 : € 5,69 / month
- IP Phone T54W : € 9,08 / month
- CP920 : € 19,92 / month
- Extension LCD : € 4,54 / month
- DECT W73 P : € 7,64 / month
- DECT Handset W73H : € 4,79 / month
- DECT Station de Base W70B : € 4,65 / month
- W73P(ack) : € 7,64 / month

<sup>1</sup> Article 102(3) of Directive (EU) 2018/1972 of the European Parliament and of the Council of 11 December 2018 establishing the European Electronic Communications Code (OJ L 321, 17.12.2018, p. 36).

- Installation and configuration costs of the Call Connect option: free of charge (value €299)

**Fair use policy for roaming within the EU:** Unlimited Premium in the EU: once you exceed 62 GB per month, you can continue surfing at the rate of €0.0018/MB.

[Rates](#) for consumption not included in the subscription

Roaming rates outside EU and international: [International and roaming](#)

[Rates](#) for international calls with the fixed line outside the bundle

#### Compatible options:

- [Bizz Internet Guarantee](#): automatic switch to 4G in the event of a failure
- [Bizz Call Connect](#)
- [TV options](#)
- [Internet options](#)
- [Mobile options & roaming](#)
- [Fixed line options](#)

**Optional joint offer (prices in €, excl. VAT), additionally to the mobile subscription, also including the following:**

- **An equipment** : smartphone of your choice out of the different models that are available in a joint offer (see [The best smartphones for your business | Proximus](#)): one shot fee, payable upon the conclusion of the contract, variable in function of the smartphone model and in function of the mandatory option (Special Deal or DataPhone)
- **A mandatory option** according to the compatibility with the mobile subscription and the smartphone model.
  - Special Deal : discount on the one-shot fee on the purchase price of the smartphone (€/month)
  - Data Phone : additional mobile data volume (Belgium and EU)

Data phone 500 MB at € 4.13/month

Data phone 1GB at € 8.26/ month

Data phone 1,5GB at € 12.4/ month

Data phone 2GB at € 16.53/ month

Data phone 2,5 GB at € 20.66/ month

- **An amortization table** reflecting the remaining value of the equipment until the end of the contract is added to the contract.

#### Duration, renewal and termination

##### Without joint offer

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

##### With joint offer

- Concerning the service fee : undefined term
- Concerning the equipment which is part of a joint offer and the option Special Deal or DataPhone: fixed term of 24 months

<sup>1</sup> Article 102(3) of Directive (EU) 2018/1972 of the European Parliament and of the Council of 11 December 2018 establishing the European Electronic Communications Code (OJ L 321, 17.12.2018, p. 36).

- Termination, in writing, at any time, by paying the remaining value of the equipment, in line with the amortization table and whatever the cause of the termination.

#### **Features for end-users with disabilities**

Detailed information on customized solutions: <https://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.

<sup>1</sup> Article 102(3) of Directive (EU) 2018/1972 of the European Parliament and of the Council of 11 December 2018 establishing the European Electronic Communications Code (OJ L 321, 17.12.2018, p. 36).