

Proximus PLC under Belgian Public Law, Bd. du Roi Albert II 27, 1030 Brussels,

Customer service : 0800 55 500

01/05/2022

Pack Business Flex Call Connect : TEL with Bizz Call Connect option + INT (with or without MOB and with or without TV)

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.

Service and equipment

Pack including Fixed Voice Telephony with Bizz Call Connect Option and Fixed Internet Access with or without Mobile Voice Telephony / Mobile Internet Access, 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

(¹) 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)

- Other optional features available :
 - Additional licence with a fixed number
 - Internal licence
 - 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 (subject to confirmation after the technician's visit or on request).

Mobile services :

1 to 10 mobile numbers per pack (configuration of your choice)

	Business Mobile Flex	Business Mobile Flex+	Business Unlimited light	Business Unlimited	Business Unlimited 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 (Belgium and EU) (*)	5 GB	15 GB	25 GB	60GB	unlimited in Belgium 50 GB in the EU + 1 GB to 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)

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

	Business Mobile Flex	Business Mobile Flex+	Business Mobile Unl Light	Business Mobile Unlimited
Reduced speed	128 kbps	128 kbps	512 kbps	512 kbps

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)

(†) 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)

- TV Replay: Go back up to 36 hours in your TV guide
- TV decoder 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.](#)

Speeds of the Internet service

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	Maximum estimated Speed*	
	Download	Upload
2G	180 Kbps	50 Kbps
3G	21 Mbps	2 Mbps
4G/4G+	152 Mbps	52 Mbps
5G	300 Mbps	88 Mbps

*subject to compatible terminal and tariff plan; 5G speed estimation based on more limited data due to 5G current deployment

Price

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: € 82
- Pack including fixed telephony with the Bizz Call Connect option (first 2 licences) and fixed Internet, without mobile subscription and with TV: € 95
- 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 :
 - Monthly price of the pack with an initial mobile subscription included (depending on the type of mobile subscription chosen):

(¹) 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)

	INT + Prime + TEL with Call connect + Business Mobile Flex	INT + Prime + TEL with Call connect + Business Mobile Flex +	INT + Prime + TEL with Call connect + Business Mobile Unlimited light	INT + Prime + TEL with Call connect + Business Mobile Unlimited	INT + Prime + TEL with Call connect + Business Mobile Unlimited premium
Without TV	95	106	113	119	134
With TV	108	119	126	132	147

- If fiber is available at your address: +€5/month
- With the Bizz Internet Guarantee option (not available with fibre): +€5/month and activation fee €50

- o Extra monthly fee, per additional mobile subscription of choice, added to the pack:

- Business Mobile Flex : € 10
- Business Mobile Flex+ : € 21
- Business Mobile Unlimited Light : € 28
- Business Mobile Unlimited : € 34
- Business Mobile Unlimited Premium : € 49

- o Additional price per month, per additional Bizz Call Connect license: € 24
- o 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

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

Rented telephones

- IP Phone T33G : € 3,42 / month
- IP Phone T53 : € 5,33 / month
- IP Phone T54W : € 8,50 / month
- Executive T48S : € 11,27 / month
- CP920 : € 18,65 / month
- Extension LCD : € 4,25 / month
- DECT W53 P : € 5,31 / month
- DECT Handset supplémentaire W53H : € 4,41 / month
- DECT Station de Base W60B : € 1,65 / month
- Note W53P(ack) = W53H(handset) + W60 B(ase)

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Rented accessories

- Call Connect Dect Repeater RT30 = € 7,25/ month
 - ATA Box 192 = € 3,69/ month + installation: € 15
 - Huawei 12P Switch: € 14,21 / month + installation € 50
- 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 50 GB per month, you can continue surfing at the rate of €0.0025/MB.
 - [Rates](#) for consumption not included in the subscription
 - **Roaming rates outside the EU and international:** [Roaming and international rates](#)
 - **International calls** [rates](#) from the fixed line outside the package

Compatible options:

- [Bizz Internet Guarantee](#): automatic switch to 4G in the event of a failure
- [Internet options](#)
- [Mobile options & roaming](#)
- [TV 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 (€0/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

(¹) 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)

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
- 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.

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