

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

Customer service : 0800 55 500

01/01/2023

Business Flex (Fiber) Premium MultiLine: TEL (national and international calls) with MultiLine 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 ⁽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 and Fixed Internet Access with or without Mobile Voice Telephony / Mobile Internet Access subscription, with or without TV services.

Fixed Voice Telephony : with Multi Line 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.).
- First 2 licences (for 2 users with one fixed number each)
- Additional licence with a fixed number available as an option

Fixed Internet Access

- Unlimited download volume
- Internet Box included with Wi-Fi 6 technology, for more stable and faster internet

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).

- 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)

(**) 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 |

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).

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 Multi Line option (first 2 licences), fixed internet without TV service and without mobile service: € 90
- Pack including fixed telephony with the Multi Line option (first 2 licences) and fixed Internet, without mobile subscription and with TV: € 103
- Pack including fixed telephony with the Multi Line 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):

| | | | | | |
|--|-------------------------------------|-------------------------------------|--|-------------------------------------|--|
| | INT + Prime + TEL with Multi Line + | INT + Prime + TEL with Multi Line + | INT + Prime + TEL with Multi Line + Business | INT + Prime + TEL with Multi Line + | INT + Prime + TEL with Multi Line + Business |
|--|-------------------------------------|-------------------------------------|--|-------------------------------------|--|

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).

| | Business Mobile S | Business Mobile M | Mobile Comfort | Business Mobile Maxi | 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
- 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:
 - o Business Mobile S : € 10
 - o Business Mobile M : € 21
 - o Business Mobile Comfort: € 28
 - o Business Mobile Maxi : € 34
 - o Business Mobile Premium : € 49
 - o Additional price per month, per additional Multi Line license: € 24
 - o Installation and configuration costs of the Multi Line 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.
 - o Special Deal : discount on the one-shot fee on the purchase price of the smartphone (€0/month)
 - o Data Phone : additional mobile data volume (Belgium and EU)

Data phone 500 MB at € 4.13/month

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).

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
- 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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