

Service Line Pro

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

Fixed voice telephony:

Service Line Pro provides a single-numbered telephone channel which gives access to the public telephony network for Specific analog service equipment (Elevators, alarm, monitoring, emergency phones..) which need a high availability. The Service is assured during power outage via a monitored battery and will alert the customer's technical responsible of any issue which can disturb the functioning of the service.

A white list (5 Numbers) and Fixed Destination call is configurable per line.

Price

Subscription (in € per month VAT excl.): €29.33/Service Line Pro

Installation costs (in € VAT excl.): €48.76/Installation point

Charges for traffic:

Traffic is included in the subscription fee and entitles the customer to

- an unlimited number of voice calls to fixed numbers in Belgium. Valid during peak and off-peak hours.
- 1,000 call minutes for calls to mobile numbers in Belgium. Valid during peak and off-peak hours.
- The calls to mobile numbers in Belgium that exceed the 1,000 minutes bundle are charged to the customer at preferential rates.
 - Hereby the preferential rates are indicated in eurocent/min and eurocent/call, excl. tax: price per min (valid during peak and off-peak hours): 6,91 eurocent; connection cost per call: 7,87 eurocent
- Other traffic is charged according to the standard rates that can be consulted on [Standard Tariffs](#)

Compatible options:

Telephony Guaranty Pro (5h repair time) 3.55€/Installation ID/Month

⁽¹⁾ Article 102 (3), of Directive (UE) 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)

Duration, renewal and termination

- Fixed term of 12 months. At the end of the initial period the contract is tacitly extended for an undefined period.
- Termination in writing at any time by means of a 1-month notice period.
- Service charges due until the service is deactivated. In case of early termination during the initial term, the termination indemnity indicated in the contract is due.

Features for end-users with disabilities

Detailed information on adapted solutions: 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.

⁽¹⁾ Article 102 (3), of Directive (UE) 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)