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Customer care: 0800 55 800

03/03/2025

Pack Flex+

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.

Services and equipment

The Flex+ pack always includes at least two of the following components: fixed Internet (mandatory component), TV services and/or mobile voice telephony/mobile Internet access.

Fixed Internet (mandatory):

- Unlimited download volume
- The following Internet products are available:

	Go	Mega Fiber	Giga Fiber	Ultra Fiber
Technologie ¹	Copper	Fiber	Fiber	Fiber
Type modem	Internet modem	Internet Box with Wi-Fi 6	Internet Box+ with Wi-Fi 6E	Internet Box+ with Wi-Fi 6E
Maximale snelheid	100 Mbps (download) 30 Mbps (upload)	500 Mbps (download) 500 Mbps (upload)	2 Gbps (download) 2 Gbps (upload)	8,5 Gbps (download) 8 Gbps (upload)

- Emergency Internet: your plan B in case of an interruption of your internet (only when mobile in pack)

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

- More than [80 TV channels](#)
- Access to the Proximus Pickx app on all your devices
- TV Replay: free delayed watching up to 7 days back
- TV decoder included

⁽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)

Mobile services (if mobile service is chosen as an option by the customer): 1 to 6 mobile numbers per pack (configuration of choice)

In Belgium + EU:	Mobile Flex+ Easy ¹	Mobile Flex+ Maxi ²	Mobile Flex+ Unlimited
Call minutes	Unlimited	Unlimited	Unlimited
Text messages	Unlimited	Unlimited	Unlimited
Data ³	20 GB	85 GB	400 GB

Belgium and EU Zone: excluding calls/SMS to special or Premium numbers, excluding international calls/SMS from Belgium to other countries, excluding MMS, excluding calls/SMS from EU Zone to other zones, excluding MMS.

EU Zone= European Union countries + Iceland, Liechtenstein, Norway + Andorra, Monaco, United Kingdom and Gibraltar

^{1,2} 'Full Control' version: blocking of consumption not included in the subscription; national/EU.

³ After using the data included in the mobile plan, no additional charges but the Internet speed is reduced

	Mobile Flex+ Easy	Mobile Flex+ Maxi	Mobile Flex+ Unlimited
Reduced speed	128 Kbps	512 Kbps	512 Kbps

Extras:

- My e-Press: unlimited access to Le Soir or Het Laatste Nieuws Digitaal
- Manage your products with the Proximus+ app.

Speeds of the internet service and remedies

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

(1) Your Fixed Internet Speed depends on your address, see [Speed test internet connection | Proximus](#) and select Internet Maxi

Fixed Internet Access (fiber)	Speed	
	Download	Upload
Min, normally available and maximum speed with Mega Fiber	500 Mbps	500 Mbps
Min, normally available and maximum speed with Giga Fiber	2 Gbps	2 Gbps
Min, normally available and maximum speed with Ultra Fiber	8,5 Gbps	8 Gbps

(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)

Mobile internet access *		estimated maximum speed **		optimal maximum speed ***	
		2G	4G	5G	
Download	Mobile Flex+ Easy	200 Kbps	220 Mbps	200 Mbps	200 Mbps
	Mobile Flex+ Maxi			420 Mbps	500 Mbps
	Mobile Flex+ Unlimited			420 Mbps	1 Gbps
Upload		100 Kbps	60 Mbps	88 Mbps	150 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.

Price

Subscription (in € per month, VAT included) :

- Pack including fixed internet and TV:
* Provided fiber is available at your address.

	Go	Mega Fiber*	Giga Fiber*	Ultra Fiber*
INT + TV	€ 75,99	€ 82,99	€ 92,99	€ 122,99

- Pack including fixed internet, mobile subscription (maximum 6 mobile numbers per pack), with/without TV:
 - Monthly fee of the pack with a 1st mobile subscription included (depending on the type of mobile subscription chosen):
* Provided fiber is available at your address.

	Go	Mega Fiber*	Giga Fiber*	Ultra Fiber*
INT + Mobile Flex+ Easy	€ 72,99	€ 79,99	€ 89,99	€ 119,99
INT + Mobile Flex+ Maxi	€ 83,99	€ 90,99	€ 100,99	€ 130,99
INT + Mobile Flex+ Unlimited	€ 90,99	€ 97,99	€ 107,99	€ 137,99
INT + Mobile Flex+ Easy + TV	€ 90,99	€ 97,99	€ 107,99	€ 137,99
INT + Mobile Flex+ Maxi + TV	€ 101,99	€ 108,99	€ 118,99	€ 148,99
INT + Mobile Flex Unlimited+ + TV	€ 108,99	€ 115,99	€ 125,99	€ 155,99

(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)

- Extra price per month, per additional mobile subscription of choice, added to the pack:
 - Mobile Flex+ Easy: € 10
 - Mobile Flex+ Maxi: € 21
 - Mobile Flex+ Unlimited : € 28

Installation:

- Free of charge for DIY installation
- Installation by Proximus technician: € 79. If DIY installation is not technically possible and intervention by Proximus technician is required, installation is free.

Consumption-related charges or out-of-bundle charges (National / EU): € 0,50/MMS

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

[Tariffs](#) related to fixed consumption not included in the subscription (international tariffs)

Compatible options:

- [TV options](#)
- [Internet options](#)
- [Wi-Fi Booster](#): increase your Wi-Fi range or connect your TV wirelessly
- [Mobile options](#)
- [Free Calls International \(€3.5/month VAT incl.\)](#)
- Fixed telephony: unlimited national calls: €9/month
 - 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. Conditions do not apply to special numbers and premium numbers (070, 077, 09xx, 1xxx, etc.).
- [Options fixed voice](#)

Optional joint offer (prices in €, VAT included), 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 | 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)
 - DataPhone: additional mobile data volume (Belgium and EU)

DataPhone 500 MB at € 5/month

DataPhone 1 GB at € 10/month

DataPhone 1,5 GB at € 15/month

DataPhone 2 GB at € 20/month

DataPhone 2,5 GB at € 25/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)

DataPhone 3,5 GB at € 35/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 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.

By submitting his order, the customer accepts the general and specific terms and conditions as well as the other pre-contractual information available at www.proximus.be/legalmentions

(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)