

## Price list for consumers, self-employed persons and small businesses up to 9 employees

VAT incl.

VAT excl.

## 1. Administrative fees

Administrative fees for reminders		
Fees per reminder as of the 2 <sup>nd</sup> reminder	€10	
Administrative fees for bill request		
Intermediate bill	€4.50	€3.72
Fully detailed bill: all calls up to 10 pages (as foreseen in the general terms and conditions)	€3.72	€3.07
Partially detailed bill: calls > €0.50 up to 10 pages (as foreseen in the general terms and conditions)	€0.99	€0.82
Per additional page	€0.37	€0.31
Repeated request for copy of bill (per copy)	€4.50	€3.72
Fixed compensation in case of non return of an equipment/device to Proximus		
Non return of a mobile phone	€150	
Fixed compensation for non return of a temporary mobile phone	€150	
Non return of a Bizz IP box	€350	
Fixed compensation for non return of a Bizz IP Box at the end of the contract	€350	
Non return of a Modem (b-box)	99€	
Fixed compensation for non return of a b-box at the end of the contract	99€	
Non return of a LTE modem	99€	
Fixed compensation for non return of a LTE modem at the end of the contract	99€	
Non return of a TV decoder (all models)	149€	
Fixed compensation for non return of a TV decoder at the end of the contract	149€	
Non return of a MCE (Mobile Coverage Extender)	99€	
Fixed compensation for non return of a MCE at the end of the contract	99€	
Non return of a Wi-Fi Booster	50€	
Fixed compensation for non return of a Wi-Fi Booster at the end of the contract	50€	
Fixed compensation for non return of another equipment/device at the end of the contract.	99€	
Administrative fees for reactivation		
in order to put the product into service again after a suspension due to a failure to comply with obligations	€30	
Global take-over of all installations of a customer		
All accounts in the name of the old customer are closed and restarted in the name of the new customer	€302.50	€250
If additional work, surcharge charged per hour	€49.67	€41.05
Choice of calling number from available numbers		
Access charge	€ 270,00	€ 223,14
Monthly subscription charge	€ 6,00	€ 4,96
Keeping same calling number in the same telephone zone		
Access charge	Free of charge	
Change of calling number		
Access charge	€ 33,28	€ 27,50
Administrative fees for the outsourcing of the debt collection		
	15% of the total open amount with a minimum of €60	

Price list for consumers, self-employed persons and small businesses up to 9 employees

VAT incl.

VAT excl.

2. Costs of additional services for fixed lines

Installation fixed line on day of request (Phone Line Line or ISDN-2) Additional cost for installation same day (if technically feasible)	€302.50	€250
Standard fee for earth-moving costs on private property per meter of trench <i>Repaving costs are charged as a supplement</i>	€15	€12.39
<b>Installation changes: standard fees</b>		
Flat rate		
Installation of additional connection point Phone Line	€ 13,00	€ 10,74
Installation of additional connection point ISDN	€24	€19.83
Installation of indoor cabling beyond connection point <i>Amount includes supply and installation</i>		
Up to six pairs - per meter (apparent or built-in)	€ 5	€ 4,13
Beyond six pairs	Estimated costs	
Other changes		
Not included in the above	Estimated costs	
Reduced social rate for all changes mentioned above	50% of the standard rate	
<b>Move of your Proximus products to a new adres</b>	€ 59,00	€ 48,76
<b>Labour costs</b> for extra work not covered by flat rate		
Per quarter-hour for any work not included in flat rate	€20	€16.53
<b>Directory number</b>		
Access charge	€15	€12.39
Registration or change of calling destination	€15	€12.39
Monthly subscription charge		
Standard line (Phone Line or ISDN-2)	€34.49	€28.51
Line with indialing range of 10 numbers	€43.49	€35.94
<b>Messaging service</b>		
Standard Proximus recorded message (FR - NL - DE - EN) following a number change, move or cancellation		
First three-month period	Free	
Personalized message - access charge	€30	€24.79
On Phone Line Duo, ISDN-2 Standard, Twin, ISDN-2 Indialing line (per standard access), Bizz IP Telephony		
Extension of an indivisible one-month period	€27	€22.31
Extension of an indivisible fifteen-day period	€ 13,50	€11.16
Extension of an indivisible ten-day period	€9	€7.44

## 3. Costs of additional services for mobile phone

<b>Activation costs</b>		
ProxiDuo	€25	€20.66
Gold number (one off fee)	€198	€163.64
<b>Smartphone configuration</b>		
	€ 10,00	€ 8,26
<b>Tablet configuration</b>		
	€ 10,00	€ 8,26
<b>Change of the call number</b>		
Up to 4 swaps within the year	Free	
As of the 4th swap within the year	€6.20	€5.12

Price list for consumers, self-employed persons and small businesses up to 9 employees

VAT incl.

VAT excl.

4. Service disruption – Repair costs

Clearance of disruption		
Infrastructure (up to and including the primary access point): travel, work, spare part	Free	
Terminal equipment leased or sold with maintenance contract		
Travel (except if stipulated otherwise in general conditions)	€ 60,5	€ 50,00
Work per quarter-hour	Free	
Spare part	Free	
Terminal equipment sold without maintenance contract		
Travel	€ 60,5	€ 50,00
Work per quarter-hour	€20	€16.53
Spare part under guarantee	Free	
Spare part not under guarantee	Upon quotation	
Clearance of disruption caused by third party		
Travel	€ 60,5	€ 50,00
Work per quarter-hour	€20	€16.53
Spare part	Volgens bestek	
Forfait voor minor intervention (max. 30 min. work + max 2 m cable or 1 Internet splitter or endpoint replacement)	€85	€70.25
Replacement internet equipment (modem, router) due to a cause attributable to the customer (e.g. electrical voltage surge due to lightning on the site, wrong manipulation, physical damage to the unit, ...)		
Fixed compensation	€ 81,82	
Supplement for intervention outside of normal service hours (if not included in the line subscription)		
	€136	€112.40

## 5. Service disruptions - indemnities

## Timings for solving service disruptions

Standard subscription Phone Line, Duo and digital (ISDN-2, Twin): Clearance of disruption by end of working day following disruption report (standard working hours: from 8 a.m. to 4.30 p.m. Mondays to Fridays, excl. holidays)		
Additional subscription		
Privilege Guarantee: Clearance of disruption within 8 working hours of disruption report (extension of standard working hours until 6 p.m.) + possibility to forward calls to another number (costs charged to customer)		
Office : Clearance of disruption within 6 hours of disruption report (working hours: 24/7) + possibility to forward calls to another number (free of charge)		
<b>Indemnities</b> (please contact customer support for the conditions to obtain an indemnity)		
Clearance of disruption after promised date - per line (conditions available in our Proximus Centers)		
Privilege Guarantee and Office (only Phone Line, Duo, ISDN-2, Twin)		
With additional subscription of Privilege Guarantee		
Clearance of disruption after 8 working hours	€15	€12.39
Clearance of disruption after end of working day on which it was reported - for each additional day	€44.99	€37.18
With additional subscription of Office		
Net repair time exceeding 6 hours	150% monthly subscription fee + SLA	
Net repair time exceeding 12 hours	200% monthly subscription fee + SLA	
Net repair time exceeding 24 hours	300% monthly subscription fee + SLA	
Net repair time exceeding 48 hours	400% monthly subscription fee + SLA	
Net repair time exceeding 72 hours	500% monthly subscription fee + SLA	

Executive Editor: Proximus PLC under Belgian Public Law, Bd du Roi Albert II 27, B-1030 Brussels, VAT BE 0202.239.951, Brussels Register of Legal Entities, BE50 0001 7100 3118 BPOTBEB1.

The prices appearing in this list are valid, but may be subject to errors, omissions or printing mistakes.