

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 nd reminder	€10	
Costs in case of refund of remaining credit (prepaid card or Full Control)		
Refund costs	€5	
Administrative fees for bill request		
Intermediate bill	€4.50	€3.72
Detailed bill		
First page	Free	
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		
Non return of a Bizz IP box	€350	
Fixed compensation for non return of a Bizz IP Box at the end of the contract		
Non return of a Modem (b-box)	99€	
Fixed compensation for non return of a b-box at the end of the contract		
Non return of a LTE modem	99€	
Fixed compensation for non return of a LTE modem at the end of the contract		
Non return of a mobile router Wi-Fi 4G	€ 50	
Fixed compensation for non return of a temporary mobile router Wi-Fi 4G		
Non return of a TV decoder (all models)	149€	
Fixed compensation for non return of a TV decoder at the end of the contract		
Non return of a MCE (Mobile Coverage Extender)	99€	
Fixed compensation for non return of a MCE at the end of the contract		
Non return of a Wi-Fi Booster	50€	
Fixed compensation for non return of a Wi-Fi Booster at the end of the contract		
Fixed compensation for non return of another equipment/device at the end of the contract.	99€	
Administrative fees for reactivation per account (meaning per payment agreement)		
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		
Maximum take-over price, without eventual additional work	€302.50	€250
If additional work, surcharge charged per hour	€49.67	€41.05

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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
Lump-sum indemnity related to the outsourcing of the recovery of a debt from a Professional Client.	15% of the total open amount with a minimum of €60	
Lump-sum indemnity related to the outsourcing of the debt recovery of a private customer for a contract signed before September 1st 2023.	15% of the total open amount with a minimum of €60	
Lump-sum indemnity related to the outsourcing (including reminder costs and cost linked to outsourcing) of the debt recovery of a private customer for a contract signed after September 1st 2023.	<ul style="list-style-type: none"> - Maximum 20 euros if the outstanding amount is less than or equal to 150 euros; - A maximum of 30 euros plus 10% of the amount due on the portion between 150.01 and 500 euros if the outstanding amount is between 150.01 and 500 euros; - A maximum of 65 euros plus 5% of the amount owed on the portion above 500 euros, up to a maximum of 2,000 euros if the amount owed is more than 500 euros. 	

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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
Installation changes: standard fees		
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	
Move of your Proximus products to a new adres	€ 59,00	€ 48,76
Labour costs for extra work not covered by flat rate		
Per quarter-hour for any work not included in flat rate	€20	€16.53
Directory number		
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
Messaging service		
Standard Proximus recorded message (FR - NL - DE - EN) following a number change, move or cancellation		
First six-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

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

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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		
Telephony Guarantee Pro: Clearance of disruption within 5 working hours (*) of its registration (Disruptions can be registered : Mon-Fri 8:00-22:00, Sat 8:00-16:30, excluding Belgian holidays).		
(*) hours for repair of the service :Time used to clear the disruption, counting between the registration of the disruption, within the agreed timeframe for repairs and minus all time passed as a result of an event for which the stop-clock principle applies.		

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