

Proximus SA de droit public, Bd du Roi Albert II, 27, 1030 Brussels

Customer care : 0800 55 800

01/01/2024

## Pack Flex XS / INT + MOB

### Contract summary

This contract summary provides the main elements of this service offer as required by the EU law <sup>(1)</sup>. It helps to make comparison between service offers. Complete information about the service is provided in other documents.

### Services and equipment

#### Pack with Fixed Internet Access and Mobile Voice Telephony/Mobile Internet Access.

##### Fixed Internet Access:

- Unlimited download volume.
- Internet experience:
  - **Copper:** standard experience included.
  - **Fiber:** Mega Fiber experience included (Giga Fiber and Ultra Fiber experiences optional).
- Internet Box included.
- Smart Wi-Fi: always a stable and fast connection.
- Manage your Wi-Fi with the MyProximus app.
- 10 GB storage space in your personal Proximus Cloud.
- My e-Press: Unlimited access to Le Soir or Het Laatste Nieuws Digitaal.

**Mobile services:** 1 to 6 mobile numbers per pack (configuration of choice):

In Belgium + EU:	Mobile Flex S <sup>1</sup>	Mobile Flex M <sup>2</sup>	Mobile Flex Unlimited
Call minutes	Unlimited	Unlimited	Unlimited
SMS	Unlimited	Unlimited	Unlimited
Data <sup>3</sup>	12 GB	80 GB	350 GB

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

EU = European Union countries + Iceland, Liechtenstein, Norway and the United Kingdom.

<sup>1,2</sup> Mobile Flex S and Mobile Flex M also have a “Full Control” version (blocking of consumption not included in the subscription; national/EU).

<sup>3</sup> After using the data included in the mobile plan, no additional charges but the Internet speed is reduced.

<sup>(1)</sup> 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 Flex S	Mobile Flex M	Mobile Flex Unlimited
Reduced speed	128 Kbps	512 Kbps	512 Kbps

## 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 speeds with Giga Fiber (optional)	2,5 Gbps*	500 Mbps
Min, normally available and maximum speeds with Ultra Fiber (optional)	8,5 Gbps*	1 Gbps*

\* In some specific cases, your building's wiring may only allow for maximum speeds of up to 1 Gbps/500 Mbps. For more information, please contact your property manager or owner.

Mobile Internet Access *		Estimated maximum speed **				Optimal maximum speed ***
		2G	3G	4G	5G	
Download	Mobile Flex S	200 Kbps	21 Mbps	220 Mbps	200 Mbps	200 Mbps
	Mobile Flex M				420 Mbps	500 Mbps
	Mobile Flex Unlimited				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.

## Price

(<sup>1</sup>) 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 ( O J L 321, 17.12.2018, p.36)

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**Subscription (in € per month, VAT included):**

- Pack including Fixed Internet and Mobile subscription (maximum 6 mobile numbers per pack):
  - Monthly fee of the pack with a 1<sup>st</sup> mobile subscription included (depending on the type of mobile subscription chosen):

	INT + Mobile Flex S	INT + Mobile Flex M	INT + Mobile Flex Unlimited
Copper	€69.99	€80.99	€87.99
Mega Fiber*	€74.99	€85.99	€92.99

\* Provided that fiber is available at your address.

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

**No installation cost.**

**Consumption-related charges or out-of-bundle charges (National / EU):** €0.50/MMS.

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

**Compatible options:**

- [Option "Light TV"](#)
- [Internet options](#)
  - Giga Fiber: + €15/month VAT included.
  - Ultra Fiber (only compatible with the Giga Fiber experience): + €27/month VAT included.
- [Mobile options](#)

**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
    - 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.

<sup>(1)</sup> 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

### 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](http://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](http://www.proximus.be/legalmentions)

<sup>(1)</sup> 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)