

1. General information

1.1 In order to benefit from the Bizz Office Switch Service (hereinafter "the Service"), the Customer should have a Proximus mobile subscription and fixed telephony subscription in place. This Service shall be considered as an optional service to the Customer's mobile subscription.

1.2 As the Service described in these Specific Terms and Conditions requires a mobile subscription as well as a fixed telephony solution, the Proximus General Terms and Conditions for Mobile Communication Service and for Fixed Telephony shall apply. The Proximus General Terms and Conditions for Mobile Communication Service shall remain fully applicable, except if these Specific Terms and Conditions derogate from them.

2. Contractual procedure

2.1 The Service is only compatible with the fixed and mobile telephony products listed in Appendix hereto.

2.2 The Agreement between Proximus and the Customer shall be validly concluded when mutual agreement is reached between the Parties and shall enter into force as soon as Proximus has activated the Bizz office Switch option.

The Customer shall be notified by SMS once Proximus has successfully activated the Bizz Office Switch option.

2.3 Once the Bizz Office Switch option is activated, the Customer must download the Bizz Switch application on his/her smartphone and go through the configuration steps in order to be able to start using the Service.

2.4 This Agreement is concluded for an indefinite term.

2.5 The Customer can terminate his Agreement at any time in writing. If the Customer specifies the date on which he wishes the Agreement to be terminated, Proximus will make every effort to meet that date as far as it is technically feasible. If no termination date is specified by the Customer, the Agreement will be terminated with a one month notice. In all cases, Proximus confirms the end date of the Agreement in writing.

2.6 In case of a modification to (i) the Proximus General Terms and Conditions for Mobile Communication Service and/or for Fixed Telephony or (ii) these Specific Terms and Conditions which is at the disadvantage of the Customer, the Customer may terminate (i) the agreement for mobile communication services and/or for fixed telephony and this Service (in case of a modification to the Proximus General Terms and Conditions for Mobile Communication Service and/or for Fixed Telephony) or (ii) only this Service (in case of a modification to these Specific Terms and Conditions) without termination penalty, provided the termination takes place at the latest on the last day of the month that follows the modification. In case of a price increase (including indexation) the Customer may terminate this Service without termination penalty at the latest on the last day of the month following the reception of the first invoice that contains the price increase. The termination needs to be notified by any written means.

3. Rights and obligations of the parties

3.1 Switch Number

3.1.1 As soon as the Bizz Office Switch option is activated, the selected fixed telephony number will be compatible for using the Bizz Office Switch Service. The fixed number shall hereafter be referred to as the "Switch Number" when used via the Bizz Switch application. The fixed telephony number that served as a basis for the Switch Number remains active and reachable in parallel at all times.

3.1.2 The Service is not compatible with the following fixed telephony functionalities: Call Forwarding, CNIP, VMS. This implies that these functionalities will automatically be de-activated once Bizz Office Switch option is activated by Proximus. On the selected fixed telephony number, PhoneMail will automatically be activated once Bizz Office Switch option is activated by Proximus.

3.1.3 The Customer can only place any calls via the Switch Number while using his/her smartphone if the Switch Number is switched on in the Bizz Switch application. Irrespective of whether the Switch Number is switched on or off, the Customer can continue to use the fixed telephone device and related fixed number that served as a basis for the Switch Number.

3.1.4 If the Customer has switched on his/her Switch Number and places an outgoing call via his/her smartphone, the receiver of the call will see the Switch Number. If the Customer has switched on the Switch Number, the Customer can receive calls on his/her fixed telephone and on his/her smartphone.

3.1.5 If the Customer has switched on his/her Switch Number and sends an SMS via his/her smartphone, the receiver of the SMS will see the mobile number linked to the Customer's SIM-card ("Standard Mobile Number").

3.1.6 In the event the Customer is in roaming and switched on his/her Switch Number, the Standard Mobile Number will be shown to the receiver instead of the Switch Number. To avoid this, the Customer can go into his/her Bizz Switch

application and activate the "roaming CLIR button" call by call¹. By doing this, no number will be shown to the receiver.

3.2 Bizz Switch application

3.2.1 The Bizz Switch application is available for Android, Windows Phone and iOS², and can be downloaded via general application stores or via the Proximus website. The Bizz Switch application is not available for BlackBerry devices.

3.2.2 In the Bizz Switch application, the Customer is able to do the following :

- To switch on/off his/her Switch Number;
- To schedule the automatic switch on/off of the Switch Number;
- To contact his/her Bizz Switch voicemail;
- To hide his/her Switch Number when roaming (CLIR roaming button³);
- To configure an unconditional call forward from the Switch Number to another number.

3.2.3 Usage of the Switch Number can start as soon as the configuration in the Bizz Switch application is finished successfully. Prior to that moment, the Customer is not able to use its Switch Number.

3.2.4 Usage of the Bizz Switch application requires consuming mobile data. The Customer should see to it that its mobile pricing plan covers the needs of the Customer in view of such additional mobile data consumption.

3.3 Bizz Switch Voicemail

3.3.1 In order to reach the voicemail of the Standard Mobile Number, Customer should simply call 1230.

3.3.2 The Customer can directly select to call the Switch Number voicemail in the Bizz Switch application or call 1999.

3.4 Emergency Services

If the Customer has switched on his/her Switch Number and places a call to the emergency services, the Standard Mobile Number is shown to the receiver to allow localisation.

4. Pricing and invoicing

4.1 Pricing

4.1.1 As soon as the Bizz Office Switch option is activated, a monthly subscription fee for the Service becomes due until the termination of the Bizz Office Switch option further to article 2.5 above.

4.1.2 All usage done by the Customer of the Switch Number while using his/her fixed telephone, will be billed on the basis of the tariffs applicable to the Fixed Telephony Service. All usage done by the Customer of the Switch Number while using his/her smartphone will be billed as per the mobile pricing plan of the Standard Mobile Number.

4.2 Invoicing

4.2.1 The monthly subscription fee of the Bizz Office Switch option shall be billed on the invoice of the fixed telephone number.

4.2.2 Usage and calls made by the Customer with the Switch Number while using his/her smartphone shall be billed on the invoice of the Standard Mobile Number and usage and calls made by the Customer while using the Switch Number from the fixed telephone shall be billed on the invoice of the fixed telephone number.

4.2.3 There is no split, nor a detailed reporting available on the invoice of the Standard Mobile Number, between calls made with the Switch Number or Standard Mobile Number while using the smartphone. No such split or detailed report can be requested by the Customer, for tax or any other purposes.

¹Not available for Windows Phone or iOS

²At least iOS version 2.3, Android version 2.3 or Windows Phone version 7.5.

³Not available for Windows Phone or iOS

Appendix: List of compatible Fixed Telephony Products and Mobile Pricing Plans

For Mobile Telephony:

- ✓ All existing Bizz pricing plans (e.g.: Bizz All-In, Bizz Smart 20, etc.)
- ✓ All Bizz Packs except Business Flex subscribed after 01/11/2020

For Fixed Telephony:

- ✓ PSTN Classic Line
- ✓ Duo Line
- ✓ Twin
- ✓ ISND-2 Standard
- ✓ ISDNolP-2 Standard
- ✓ I-Office Voice Mono/Duo
- ✓ Bizz IP Telephony Multi: Individual number (not the range of 10)

The updated list of compatible fixed telephony products and mobile pricing plans is available at all times and in their most recent version on www.proximus.be, and may be provided upon simple request by the Customer at his/her Proximus commercial contact person.