

## 1. General information

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

1.2 As the Service described in these Specific Terms and Conditions requires a mobile subscription, the Proximus General Terms and Conditions for Mobile Communication Service 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 This Service is only compatible with the mobile pricing plans as 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 Mobile Switch option.

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

2.3 Once the Bizz Mobile 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 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 this Service (in case of a modification to the Proximus General Terms and Conditions for Mobile Communication Service) 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.

2.7 In case of termination of this Service:

- If the Customer wants to keep his/her Switch Number: the Switch Number shall be realised as a Standard Mobile Number and the Customer should indicate to what mobile pricing plan it requires to apply to the Standard Mobile Number, unless a Customer requires a port-out for his/her Switch Number. In such case, the Customer will need to procure a new SIM-card.

- If the Customer no longer needs his/her Switch Number: the Switch Number will be stopped. Proximus reserves the right to provide the Switch Number to another customer.

## 3. Rights and obligations of the parties

### 3.1. Switch Number

3.1.1 The selected mobile number(s) will be virtualised and the Bizz Mobile Switch option will be activated by Proximus. Such virtualized mobile number is hereafter referred to as the "Switch Number". In parallel, the standard mobile number as linked to the physical SIM-card and the Customer's smartphone remains available at all times (referred to as "Standard Mobile Number"). The Switch Number is not linked to a physical SIM-card but only to a SIM-card number. The number of this SIM-card number will be used as a reference in communications with the Customer.

3.1.2 The Service is compatible with the joint offers subscribed to previously by the Customer.

If the mobile subscription mentioned in the "Joint Offer Contract" is the subscription of the Switch number, by subscribing to this Service the Customer accepts and acknowledges that this "Joint Offer Contract" is modified to allow the joint offer to be definitively linked to the mobile subscription of the Standard number upon subscribing to this Service. As a result of this modification, the termination fee for the device will be claimed if the Customer terminates or modifies his mobile subscription for the

Standard number before the end of the Joint Offer Contract. It will no longer be possible to link the joint offer to the mobile subscription of the Switch number. This modification does not lead to a change in the duration of the joint offer.

3.1.3 The Switch Number is reachable as long as the Customer has switched on the Bizz Switch Number in the Bizz Switch application. The Customer can only place calls or send SMSs via the Switch Number if the Bizz Switch Number is switched on. In the event the Customer has switched off the Switch Number for more than three (3) consecutive days, SMS sent to the Switch Number shall be lost.

3.1.4 If the Customer has switched on his/her Switch Number and places an outgoing call, 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 Standard Mobile Number and on his/her Switch Number.

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 call<sup>1</sup>. 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 iOS<sup>2</sup>, and can be downloaded via general application stores or via the Belgacom website. The Bizz Switch application is not available for all 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 button<sup>3</sup>);
- 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 irrespective of whether the Switch Number is switched on or off.

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

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

4.1.2 All usage done with the Switch Number (including e.g. paying SMS services) will be billed as per the mobile pricing plan of the Standard Mobile Number.

4.1.3 The only type of usage billed on the Bizz Mobile Switch pricing plan ("Bizz Virtual Mobile") is call forwarding (unconditional) as configured via the Bizz Switch application, usage of the Switch Number voicemail and related paying features (e.g. call return, etc.). The applicable rates are documented in the priceplans on the Proximus website.

4.1.4 A Switch Number is compatible with CUG and therefore can be part of a CUG group. As a consequence, calls from other members of the CUG group to the Switch Number will be free. However, if a call forwarding (unconditional) is activated on the Switch Number towards another mobile number part of the same Closed User Group ("CUG group"), this will also be billed at the same ratings as described in the Order Form.

<sup>1</sup>Not available for Windows Phone or iOS

<sup>2</sup>At least iOS version 2.3, Android version 2.3 or Windows Phone version 7.5.

<sup>3</sup>Not available for Windows Phone or iOS

#### 4.2 Invoicing

4.2.1 The monthly subscription fee of the Service shall be billed on the invoice of the Switch Number.

4.2.2 Usage and calls made with the Switch Number shall be billed on the invoice of the Standard Mobile Number.

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

## Appendix : List of compatible Mobile Pricing Plans

- ✓ All existing Bizz pricing plans (e.g.: Bizz All-In, Bizz Smart 20, etc.)
- ✓ All existing Bizz Packs

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The updated list of compatible pricing plans is available at all times and in their most recent version on [www.proximus.be](http://www.proximus.be), and may be provided upon simple request by the Customer at his/her Proximus commercial contact person.