

Pack Epic combo MOB + INT + TV

Contract summary

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

Services and equipment

Pack with Mobile Voice Telephony, Mobile Internet Access, Fixed Internet Access and TV service (light experience or full experience)

Fixed Internet Access:

- Unlimited download volume
- Smart Wi-Fi: always a stable and fast connection
- Internet modem included

TV service:

	light experience	full experience
Channels	32 (*)	80 (**)
Pickx app	access on all your devices with 5 GB included for use from your mobile	access on all your devices with 5 GB included for use from your mobile
TV Replay 36h	included	included
Recording	included	included
Decoder	no decoder : TV only via Pickx app & Web	android decoder by default (***)

(*) [32 channels: light experience](#)

(**) [80 channels: full experience](#)

(***) Apple TV is available for an additional cost

(¹) 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 services:

Call minutes (Belgium and EU)	unlimited
SMS (Belgium and EU)	unlimited
Data (Belgium and EU) for video, music and social apps (*) (**)	40 GB
Data (Belgium and EU) (***)	4 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.

(*) After using the data included in the mobile plan, no additional charges but the Internet speed is reduced to 512 Kbps at no additional cost.

(**) The social media apps are Instagram, Facebook, WhatsApp, Messenger, Pinterest, Twitter, Snapchat and TikTok.

The music apps are Spotify, Apple Music, Deezer, SoundCloud, One World Radio-Tomorrowland and Audiomack.

The video apps are Netflix, YouTube, Twitch and the Proximus Pickx app.

(***) When the 4GB of data included in the mobile plan have been used, a price per MB is charged.

Speeds of the internet service and remedies

Fixed Internet Access	Speed	
	Download	Upload
min	(1)	(1)
Normally available	(1)	(1)
max	(1)	(1)

- (1) Your Fixed Internet Speed depends on your address, see [Speedtest internet connection | Proximus](#) and select Internet Comfort for Epic Combo Light experience and Internet Maxi for Epic Combo Full experience

Mobile Internet Access	Maximum estimated Speed*	
	Download	Upload
2G	180 Kbps	50 Kbps
3G	21 Mbps	2 Mbps
4G/4G+	152 Mbps	52 Mbps
5G	300 Mbps	88 Mbps

*subject to compatible terminal and tariff plan; 5G speed estimation based on more limited data due to 5G current deployment

If despite a normal use, the service quality of the Internet service presents a continuous or recurrent discrepancy, the consumer can lodge a complaint with the Customer service.

(¹) 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)

Price

- Monthly subscription (in €, VAT included) :

Epic combo light TV experience	Epic combo full TV experience
67,99	83,99

- Optional equipment :
Apple TV (only available with Epic combo full TV experience): €69 (one-time charge)
- No installation cost.
- Consumption-related charges or out of bundle charges (national /EU): [consumption charges per subscription](#).
- When the 4GB of data included in the mobile plan have been used, a price of € 0,10/ MB is charged.
- Roaming tariffs outside EU and international tariffs : [roaming tariffs and international](#)
- Compatible options:
 - [TV options](#) (only available with full TV experience)
 - [Internet options](#)
 - [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)
 - Data Phone : additional mobile data volume (Belgium and EU)
 - Data phone 500 MB at € 5/month
 - Data phone 1GB at € 10/ month
 - Data phone 1,5GB at € 15/ month
 - Data phone 2GB at € 20/ month
 - Data phone 2,5 GB at € 25/ month
- **An amortization table** reflecting the remaining value of the equipment until the end of the contract is added to the contract.

(¹) 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)

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

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.

(¹) 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)