

Specific Terms and Conditions

Travel Passport Credit

1. GENERAL

These Specific Terms and Conditions apply to the Travel Passport Credit service of Proximus (hereafter referred to as "the Service").

In addition to these Specific Terms and Conditions, the Pay&Go General Terms and Conditions (hereafter referred to as "the General Terms and Conditions") apply to the Service. In case of any contradictions between the General Terms and Conditions and the Specific Terms and Conditions of Travel Passport Credit, the latter shall prevail.

By topping up Travel Passport Credit for the first time, the Customer explicitly acknowledges that he has received and taken cognizance of the General and Specific Terms and Conditions and that he accepts them.

2. DEFINITION

Pay&Go SIM Card: an active postpaid SIM card on which the Customer can charge Travel Passport Credit top-ups after the Service has been pre-activated by his Employer. It contains a microprocessor and is intended to be inserted into an approved terminal. It allows access to the Service, according to the conditions set out in the General and Specific Terms and Conditions.

3. ACTIVATION OF THE SERVICE

3.1. The Customer can subscribe to the Service provided that he meets the following conditions:

- a) The Customer is a natural person;
- b) The Customer is bound to another Proximus customer under a fixed-term or open-ended employment contract or a statutory position. Said other Proximus customer being referred to as "the Employer" in these Specific Terms and Conditions;
- c) The Employer is bound to Proximus under a mobile communication services contract and a Travel Passport Credit contract;
- d) The Employer is the holder of the SIM card for which the Customer would like to subscribe to the Service; and
- e) The Service has been pre-activated on the Customer's Pay&Go SIM Card.

Proximus is under no obligation to provide the Service if not all of these terms and conditions are met or if they cease to be met during the course of the contract.

3.2. The Customer can perform his first Travel Passport Credit top-up after receiving a welcome text message from Proximus. Before that, he will have received an explanatory e-mail from his Employer.

4. RIGHTS AND OBLIGATIONS OF THE PARTIES

- 4.1. The Pay&Go SIM Card is not a prepaid card. The Customer must perform Travel Passport Credit top-ups himself. Travel Passport Credit top-ups can only be performed online. If there is no credit on the Pay&Go SIM Card, the card is unusable abroad (for traffic sent from and received abroad) except for calls to the emergency services.
- 4.2. The value indicated on the Pay&Go SIM Card can be used only for mobile communication services (voice calls, text messages and/or data) abroad. The Service does not work in Belgium.
- 4.3. On expiry of the top-up's validity period, the Customer will lose any unused units. By derogation from the General Terms and Conditions, the number is kept by the Employer and the SIM card may always be deployed for national usage.
- 4.4. Proximus does not assign a PIN code or PUK code specific to the Service. The PIN and PUK codes linked to the Pay&Go SIM Card are those issued beforehand.
- 4.5. In case the Pay&Go SIM card is lost or stolen or is faulty, the Customer must notify his Employer (SPOC) immediately, who must in turn inform Proximus.
- 4.6. The Customer cannot request that the Pay&Go SIM Card be converted into a

mobile service subscription, nor can he subscribe to the Pay&Go automatic top-up service for the Pay&Go SIM Card.

4.7. The provisions of the General Terms and Conditions relating to the telephone number and the mobile number's portability do not apply to the Service when the telephone number is assigned to the Customer's Employer.

4.8. By subscribing to the Service, the Customer acknowledges and accepts that the amount with which he tops up the Pay&Go SIM card is the only financial limit for his data usage abroad.

5. SUSPENSION AND TERMINATION

Proximus draws the Customer's attention to the fact that the suspension or termination of the mobile communication contract and/or the Travel Passport Credit contract that binds the Employer to Proximus will result in the suspension or termination of the Service. Proximus will not refund any unused credit, regardless of the reason for the suspension or termination of the Service.

The Customer acknowledges and accepts that the decision to pre-activate the Service on the Pay&Go SIM Card is up to his Employer and not to Proximus. The same is true if the Employer decides to deactivate the Service. Proximus does not accept any liability towards the Customer for measures taken by the Employer with regard to whether or not the Service is pre-activated on the Pay&Go SIM Card or with regard to its deactivation.