

## Specific expenses and indemnities

VAT incl.

VAT excl.

## 1. Administrative fees

Administrative fees for reminders		
Fees per reminder as of the 2 <sup>nd</sup> reminder	€10	
Administrative fees for bill request		
Intermediate bill	€4.50	€3.72
Fully detailed bill: all calls up to 10 pages (as foreseen in the general terms and conditions)	€3.72	€3.07
Partially detailed bill: calls > €0.50 up to 10 pages (as foreseen in the general terms and conditions)	€0.99	€0.82
Per additional page	€0.37	€0.31
Repeated request for copy of bill (per copy)	€4.50	€3.72
Non return of a mobile phone		
Fixed compensation for non return of a temporary mobile phone	€150	
Non return of a Bizz IP box		
Fixed compensation for non return of a Bizz IP at the end of the contract	€350	
Early cancellation		
The customer cancels the contract before the end of the contract duration	100% of the remaining monthly subscription fees till the end of the contract duration	
Administrative fees for reactivation		
in order to put the product into service again after a suspension due to a failure to comply with obligations	€30	
Global take-over of all installations of a customer		
All accounts in the name of the old customer are closed and restarted in the name of the new customer	€302.50	€250
If additional work, surcharge charged per hour	€49.67	€41.05
Administrative fees for the outsourcing of the debt collection		
	15% of the total open amount with a minimum of €60	
Administrative fees for the request of temporary lines abroad		
Per line	€24.20	€20
Minimum amount to be paid per order	€242	€200

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**2. Costs of additional services for fixed lines**

<b>Installation fixed line on day of request (Phone Line Line or ISDN-2) Additional cost for installation same day (if technically feasible)</b>	€302.50	€250
<b>Standard fee for earth-moving costs on private property per meter of trench <i>Repaving costs are charged as a supplement</i></b>	€15	€12.39
<b>Installation changes: standard fees</b>		
Flat rate		
Installation of additional connection point Phone Line	€ 13,00	€ 10,74
Installation of additional connection point ISDN	€24	€19.83
Installation of indoor cabling beyond connection point <i>Amount includes supply and installation</i>		
Up to six pairs - per meter (apparent or built-in)	€5	€ 4, 13
Beyond six pairs	Estimated costs	
Other changes		
Not included in the above	Estimated costs	
Reduced social rate for all changes mentioned above	50% of the standard rate	
<b>Move of your Proximus products to a new adres</b>	€ 59,00	€ 48,76
<b>Labour costs</b> for extra work not covered by flat rate		
Per quarter-hour for any work not included in flat rate	€20	€16.53
<b>Directory number</b>		
Access charge	€15	€12.39
Registration or change of calling destination	€15	€12.39
Monthly subscription charge		
Standard line (Phone Line or ISDN-2)	€34.49	€28.51
Line with indialing range of 10 numbers	€43.49	€35.94
<b>Tracing of outgoing calls from a fixed line</b>		
From 1 to 3 days	€11.25	€9.30
Per additional day	€3.75	€3.10
Per indivisible group of 10 tracked calls	€3.75	€3.10
For the sending of the results	€4.50	€3.72
<b>Messaging service</b>		
Standard Proximus recorded message (FR - NL - DE - EN) following a number change, move or cancellation		
First three-month period	Free	
Personalized message - access charge	€30	€24.79
On analog, Duo, ISDN-2 Standard, Twin, ISDN-2 Indialing line (per standard access)		
Extension of an indivisible one-month period	€27	€22.31
Extension of an indivisible fifteen-day period	€ 13,50	€11.16
Extension of an indivisible ten-day period	€9	€7.44
On an ISDN-30 line (per primary access)		
Extension of an indivisible thirty-day period	€404.93	€334.66
Extension of an indivisible fifteen-day period	€202.47	€167.33
Extension of an indivisible ten-day period	€134.98	€111.55

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**3. Costs of additional services for mobile phone**

<b>Activation costs</b>		
ProxiDuo	€25	€20.66
Gold number (one off fee)	€198	€163.64
<b>Smartphone configuration</b>		
	€ 10,00	€ 8,26
<b>Tablet configuration</b>		
	€ 10,00	€ 8,26
<b>Change of the call number</b>		
Up to 4 swaps within the year	Free	
As of the 4th swap within the year	€6.20	€5.12
<b>Franchise fee ProxiReplace</b>		
For private customers	not available	
For devices in the Standard, Business and Executive range	€37	
For devices in the Privilege range	€49	

**4. Activation indemnities**

Failure to respect activation deadline per Phone Line, DUO or digital line (ISDN-2, Twin) - ordinary indemnity	2-month standard subscription charge increased by the charge for any additional subscription
<b>No execution of connection activation within determined limit</b>	
Phone Line not activated within 5 working days after receipt of the order ISDN-30 (primary access)	2-month standard subscription charge increased by the charge for any additional subscription
Delay of 1 to 5 working days after RFS	100% monthly subscription charge
Delay of 6 to 10 working days after RFS	200% monthly subscription charge
Delay exceeding 10 working days after RFS	300% monthly subscription charge

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5. Service disruption - Repair costs

Clearance of disruption		
Infrastructure (up to and including the primary access point): travel, work, spare part		Free
Terminal equipment leased or sold with maintenance contract		
Travel (except if stipulated otherwise in general conditions)	€60,5	€ 50,00
Work per quarter-hour		Free
Spare part		Free
Terminal equipment sold without maintenance contract		
Travel	€60,5	€ 50,00
Work per quarter-hour	€20	€16.53
Spare part under guarantee		Free
Spare part not under guarantee		Upon quotation
Clearance of disruption caused by third party		
Travel	€60,5	€ 50,00
Work per quarter-hour	€20	€16.53
Spare part		Volgens bestek
Forfait voor minor intervention (max. 30 min. work + max 2 m cable or 1 Internet splitter or endpoint replacement)	€85	€70.25
Replacement internet equipment (modem, router) due to a cause attributable to the customer (e.g. electrical voltage surge due to lightning on the site, wrong manipulation, physical damage to the unit, ...)		
Fixed compensation		€ 81,82
Supplement for intervention outside of normal service hours (if not included in the line subscription)		
	€136	€112.40
Supplement for Become Office (immediate subscription to the SLA Office for min. 6 months)		
	€72	€59.50

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**6. Service disruptions – indemnities**

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<b>General conditions for clearance of service disruption</b>		
Standard subscription Phone Line, Duo and digital (ISDN-2, Twin): Clearance of disruption by end of working day following disruption report (standard working hours: from 8 a.m. to 4.30 p.m. Mondays to Fridays, excl. holidays)		
<b>Additional subscription</b>		
<b>Privilege Guarantee:</b> Clearance of disruption within 8 working hours of disruption report (extension of standard working hours until 6 p.m.) + possibility to forward calls to another number (costs charged to customer)		
<b>Office :</b> Clearance of disruption within 6 hours of disruption report (working hours: 24/7) + possibility to forward calls to another number (free of charge)		
<b>Digital subscription (ISDN-30):</b>		
Clearance of disruption within 8 hours of disruption report (working hours: 24/7)		
<b>Indemnities (please contact customer support for the conditions to obtain an indemnity)</b>		
Clearance of disruption after promised date - per line (conditions available in our Proximus Centers)		
Phone Line, Duo and digital (ISDN-2, Twin)		
Clearance of disruption not within specified time limit	Per day of delay: ordinary indemnity equal to 1-month standard subscription increased by charge for any additional subscription	
No possibility to fix appointment before the end of the next working day		
In case of service interruption exceeding 7 consecutive calendar days	Reimbursement of the subscription charge proportionate to interruption delay	
ISDN-30 (primary access) - after the working day on which disruption is reported		
Repair time exceeding 8 working hours	30% monthly subscription fee	
Repair time exceeding 12 working hours	50% monthly subscription fee	
Repair time exceeding 24 working hours	100% monthly subscription fee	
Repair time exceeding 48 working hours	150% monthly subscription fee	
Repair time exceeding 72 working hours	200% monthly subscription fee	
<b>R2</b>		
Disruption of service lasts longer than the business day after the day on which it was reported	€495.79	€409.74
Plus, per day, after 3rd day	€247.88	€204.86
<b>Privilege Guarantee and Office (only Phone Line, Duo, ISDN-2, Twin)</b>		
<b>With additional subscription of Privilege Guarantee</b>		
Clearance of disruption after 8 working hours	€15	€12.39
Clearance of disruption after end of working day on which it was reported - for each additional day	€44.99	€37.18
<b>With additional subscription of Office</b>		
Net repair time exceeding 6 hours	150% monthly subscription fee + SLA	
Net repair time exceeding 12 hours	200% monthly subscription fee + SLA	
Net repair time exceeding 24 hours	300% monthly subscription fee + SLA	
Net repair time exceeding 48 hours	400% monthly subscription fee + SLA	
Net repair time exceeding 72 hours	500% monthly subscription fee + SLA	

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