

Proximus SA de droit public, Bd du Roi Albert II, 27, 1030 Brussels

Customer care : 0800 55 800

01/01/2022

Pack Start / TEL + 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 Fixed Voice, Fixed Internet Access and TV services

Fixed Voice:

National: free unlimited calls to fixed numbers in Belgium and 1000 minutes/month to mobile numbers in Belgium on weekdays between 5pm and 8am and 24h/24 on weekends and public holidays.

These conditions do not apply to special numbers (070, 077, 09xx, 1xxx etc.)

International calls at standard rates.

Fixed Internet Access:

- 150 GB/month download volume, then surf at reduced speed of 1 Mbps or at normal speed with the purchase of additional volume (per package of 20 GB).
- My e-Press: Unlimited access to Le Soir+ or Het Laatste Nieuws Digitaal
- 10 GB storage space in your personal Proximus Cloud
- Smart Wi-Fi: always a stable and fast connection
- Internet modem included

TV services:

- More than [80 TV channels](#)
- Access to the Proximus Pickx app on all your devices
- TV decoder included

⁽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)

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 Start.

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.

Price

Subscription (in € per month, VAT included) : €62,99

Installation costs (in €, VAT included) : €59

Tariffs related to fixed consumption not included in the subscription:

- National calls: free of charge except on weekdays between 8am and 5pm: €0.82/call (VAT incl.)
- [Tariffs](#) for international calls

Compatible options:

- [Extra volume Fixed Internet \(€5/20 GB VAT incl. for Internet Start\)](#)
- [Internet options](#)
- [TV options](#)
- [Options fixed voice](#)

Duration, renewal and termination

- Undefined term
- Termination, in writing, at any time and free of charge.

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 (OJ L 321, 17.12.2018, p.36)