

Pack Belfius Flex S / 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 Internet Access and TV services

Fixed Internet Access:

- Unlimited download volume
- Manage your Wi-Fi with the MyProximus app
- 10 GB storage space in your personal Proximus Cloud
- My e-Press: Unlimited access to Le Soir or Het Laatste Nieuws Digitaal
- Internet modem included
- Belfius advantage:
 - Wi-Fi Booster (subject to confirmation after the technician's visit or on request)
 - Prime service: 1 question, 1 expert, 1 solution
 - Business service : 24/7 technical support via helpdesk, same day repair

TV services:

- More than [80 TV channels](#)
- Access to the Proximus Pickx app on all your devices
- TV Replay (Go back up to 36 hours in your TV guide)
- TV decoder included
- 1 [TV option](#) included (Option Pickx Mix activated by default – can be replaced with another TV option with a minimum value of €10. The new value will be shown on the invoice)

Speeds of the internet service and remedies

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

(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)

- (1) Your Fixed Internet Speed depends on your address, see [Speedtest internet connection | Proximus](#) and select Internet Maxi

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) :

Pack including fixed internet and TV without mobile subscription: €76.99 (Fiber: €81.99)

No installation cost

Compatible options:

- [TV options](#)
- [Internet options](#)

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)