



ACCESS

1. PHONE SERVICE

The general conditions can be obtained from customer service.

1.1. Phone Line/BIZZ IP Telephony Mono	Excl. VAT (EUR)	Incl. VAT (EUR)
SERVICE CALLS-STANDARD RATE (normal & temporary lines)		
TRAVEL COSTS INCLUDED		
Travel to the connection place	40,4959	49,00
NETWORK CONNECTION COSTS INCLUDED		
Installation of connection point	24,7934	30,00
ACTIVATION COSTS INCLUDED		
Activation		
For the first line	48,7603	59,00
For each additional line requested simultaneously at the same address by the same line holder (only for Phone Line)	20,6612	25,00
<i>Exception: costs in case of merger, take-over of lines or configuration --> sliding scale rate applied without a subscription interruption</i>		
For the first line (only for Phone Line)	48,7603	59,00
For the 2nd to the 20th line (per line) (only for Phone Line)	10,0000	12,10
Forfeit for more than 20 lines (only for Phone Line)	250,0000	302,50
SPECIAL CONNECTIONS (add. costs) (Phone Line)		
Exceptional connections		
<i>Connection to another exchange in the same telephone zone</i>		On request
Temporary connection		
<i>Temporary connection of fixed duration of less than one year</i>		
Activation of the line		On request
Charge for service call (if required)		
Deactivation charges		
For the first line	70,6500	85,49
For each additional line *	35,3300	42,75
<i>* (Same person, address and date)</i>		
Conversion from DUO, Twin, ISDN-2/ISDN-2/IP-2/Bizz IP Telephony Duo/Enterprise Voice Multi (2 channels) to Phone Line		
Travel to the connection place	40,4959	49,00
Installation of connection point	24,7934	30,00
SERVICE CALLS-REDUCED SOCIAL RATE (Phone Line)		
<i>Conditions for social telephone rate available from customer service.</i>		
INCLUDING TRAVEL COSTS		
Travel to place of connection	20,2479	24,50
INCLUDING COSTS FOR CONNECTION TO NETWORK		
Installation of connection point	12,3967	15,00
INCLUDING ACTIVATION COSTS		
Activation of the line	24,3802	29,50
TEMPORARY SUBSCRIPTIONS - PER LINE		
RATE - Phone Line		
Monthly subscription charge	21,6942	26,25
ORDINARY SUBSCRIPTIONS - PER LINE		
<i>Minimum duration: 1 year - See Specific expenses & indemnities</i>		
STANDARD RATE - Phone Line		
Monthly subscription charge	19,1157	23,13
BIZZ IP Telephony Mono		
Monthly subscription charge	19,1157	23,13
REDUCED RATE - Phone Line		
For social reasons	12,1736	14,73
For certain press organizations	9,5579	11,57
<i>Conditions for social or press telephone rate are available from customer service</i>		

ADDITIONAL REPAIR SERVICES (per line or basic access) Phone Line		
PRIVILEGE GUARANTEE (See specific costs and indemnities)	1,2395	1,50
Office (See specific costs and indemnities)	3,7184	4,50
CASCADE Phone Line)		
Per line	19,1157	23,13
DIRECT INDIALING (analog junctions) (Phone Line)		
Basic subscription per line	19,1157	23,13
Supplement for direct indialing		
Monthly subscription charge (flat rate for 1 to 5 connections)	154,9587	187,50
Monthly subscription charge per additional connection	30,9917	37,50
Per group of 100 consecutive numbers (used or reserved)	49,5868	60,00
EXCEPTIONAL CONNECTION (Phone Line)		
Standard rate	19,1157	23,13
In addition to the standard subscription	9,6678	11,70
Supplement by HM in a straight line between telephone exchanges	5,9494	7,20
ADDITIONAL SERVICES		
CHOICE OF CALLING NUMBER FROM AVAILABLE NUMBERS		
Access charge	223,1405	270,00
Monthly subscription charge	4,9579	6,00
KEEPING SAME CALLING NUMBER IN THE SAME TELEPHONE ZONE		
Access charge		Free
CHANGE OF CALLING NUMBER		
Access charge	27,5042	33,28
SECRET UNPUBLISHED NUMBER		
Month subscription charge for first number		Free
For other numbers (same holder and address)		Free
"PASSWORD" FUNCTION		
Access charge	0,0000	0,00
Monthly subscription charge	0,6016	0,73
PERMANENT CALLING RESTRICTION per type of call		
Access charge	0,0000	0,00
Monthly subscription charge	3,2232	3,90
REMOTE CONTROL OF CALLING RESTRICTION for all types of calls		
Access charge	0,0000	0,00
Monthly subscription charge	3,2232	3,90
Per activation	0,1289	0,16
PERMANENT INCOMING CALL BARRING		
Access charge	0,0000	0,00
Monthly subscription charge	3,2232	3,90
CALLING RESTRICTION TO INFOKIOSK (077, 0903, some 50 remote countries)		
Access charge		Free
CALLING RESTRICTION TO 090-NUMBERS (to 090-numbers, except numbers giving access to internet servers [from 090930 to 090936 inclusive])		
Access charge		Free
PRE-SET NUMBER DIAL BY LIFTING RECEIVER (Hot line)		
Access charge	0,0000	0,00
Monthly subscription	3,2232	3,90
AUTOMATIC SIGNALING OF BILLING UNITS		
Access costs	0,0000	0,00
Monthly subscription charge	3,2232	3,90
VALUE-ADDED SERVICES		
Call Forwarding	2,4711	2,99
Call Waiting	2,4711	2,99
Number display (Caller ID - CLIP)	3,2975	3,99
Caller ID restriction (non-display of your number and name - CLIR)		Free
Fixed Destination Call (FDC)	2,4711	2,99
Anonymous Call Rejection - (ACR)	2,4711	2,99
COMFORT® Services	3,2975	3,99
See and talk - (CLIP + Call waiting)	4,1240	4,99
Smart Services Benefit Pack - (CW, CF, FDC, CLIP, CNIP)	4,1240	4,99
1919 (Automatic Recall)		Free
Surf&Call		Free

Three Party Conference	Free
RINGBACK	
Per call	Free
PHONE MAIL SERVICES	
Activation and deactivation of service	Free
Consulting received messages	
From Belgium	National Tariff
From another country	International Tariff
Programming of greeting	
From the number of a service beneficiary	Free
From another fixed-line telephone in Belgium	National Tariff
Notification	
To a pager	
To a landline or mobile telephone in Belgium	Same tariff as from a landline
To another country	
<i>The caller forwarded to phone mail pays for his call without a supplement.</i>	
PHONE MAIL BASIC SERVICES	
Activation and deactivation of service	Free
Listen to received messages	Free
<i>The caller forwarded to phone mail pays for his call without a supplement.</i>	

1.2. DIGITAL LINES : ISDN-2/ISDN-2/IP-2/Bizz IP Telephony Duo/Enterprise Voice Multi (2 channels)	Excl. VAT (EUR)	Incl. VAT (EUR)
SERVICE CALLS (normal & temporary lines)		
INCLUDING TRAVEL COSTS		
Travel to place of connection	40,4959	49,00
INCLUDING NETWORK CONNECTION		
Installation of contact point	52,0661	63,00
ACTIVATION COSTS INCLUDED		
Activation of ISDN-2 (Standard, Indialing, Cascade), ISDN-2/IP-2, BIZZ IP Telephony Duo, Enterprise Voice Multi		
For the first line	66,9421	81,00
For each additional line requested simultaneously at the same address by the same line holder (only ISDN-2/ISDN-2/IP-2/Enterprise Voice Multi)	33,4711	40,50
<i>Exception: costs in case of merger, take-over of lines or configuration --> sliding scale rate applied without a subscription interruption (for ISDN-2 only)</i>		
For the first line	66,9421	81,00
For the 2nd to the 20th line (per line)	10,0000	12,10
Forfeit for more than 20 lines	250,0000	302,50
CHANGE OF LINE CONFIGURATION		
For all changes		Free
SPECIAL CONNECTIONS (add. costs)		
Temporary connection		
<i>Temporary connection of fixed duration of less than one year</i>		
Activation of the line		
Charge for service call (if required)		On request
Deactivation charges		
For the first line	83,0400	100,48
For each additional line *	41,5200	50,24
<i>* (Same line holder, address and date)</i>		
Conversion from Phone Line to DUO, Twin, ISDN-2/ISDN-2/IP-2/Bizz IP Telephony Duo/Enterprise Voice Multi (2 channels)		
Travel to the connection place	40,4959	49,00
Installation of connection point	52,0661	63,00
SERVICE CALLS-REDUCED SOCIAL RATE (for ISDN-2 and ISDN-2/IP-2)		
<i>Conditions for social and press telephone rate are available from customer service.</i>		
INCLUDING TRAVEL COSTS		
Travel to place of connection	20,2479	24,50
INCLUDING COSTS FOR CONNECTION TO NETWORK		

Installation of connection point	52,0661	63,00
INCLUDING ACTIVATION COSTS		
Activation of the line	66,9421	81,00
TEMPORARY SUBSCRIPTIONS - PER LINE		
ISDN-2 & ISDN_oIP- 2		
Monthly rate ISDN2 Standard / Indialing / Cascade / ISDN _o IP-2	48,5860	58,79
ORDINARY SUBSCRIPTIONS - PER LINE		
<i>Minimum duration: 1 year - See Specific expenses & indemnities</i>		
ISDN-2/ISDN_oIP-2 STANDARD		
Standard rate - ISDN2	41,8876	50,68
Reduced rate for social reasons	34,9455	42,28
Reduced rate for certain press organizations	22,7719	27,55
Additional calling number (6 max)	1,4874	1,80
Closed user group (per group)	1,8592	2,25
ISDN-2/ISDN_oIP-2 INDIALING		
Standard rate - ISDN2 (per basic access)	41,8876	50,68
Reduced rate for certain press organizations	22,7719	27,55
In-dialing (per 10 numbers)	7,4368	9,00
Possibility to keep analog calling number (per number)	7,4368	9,00
Inbound Call Security	Free	
Closed user group (per group)	1,8592	2,25
	<i>price to be multiplied with # basic access</i>	
ISDN-2/ISDN_oIP-2 CASCADE		
Standard ISDN2 rate (per basic access)	41,8876	50,68
Reduction for certain press organizations	22,7719	27,55
Closed user group (per group)	1,8592	2,25
	<i>price to be multiplied with # basic access</i>	
BIZZ IP Telephony Duo		
Standard rate	39,6967	48,03
Enterprise Voice Multi (2 channels)		
Standard rate	39,6967	48,03
CALL ATTEMPT ISDN-2		
Call attempt towards another ISDN- or Proximus TWIN line or from an ISDN - Proximus TWIN line to a line belonging to a digital mobile telephone network (call is not completed because the party called is on the line or doesn't reply); per call	0,012645	0,0153
ADDITIONAL REPAIR SERVICES (per line or basic access)		
PRIVILEGE GUARANTEE (See specific costs and indemnities)	1,2395	1,50
Office (See specific costs and indemnities)	3,7184	4,50
DISCOUNTPLAN FOR ISDN-2 / ISDN_oIP-2 (BA)		
DISCOUNT ON VOLUME		
Monthly subscription charge	500,0000	605,00
Reduction (on monthly subscription) based on volume		
500 to 999	4% discount	
1000 to 1499	4,8% discount	
1500 to 1999	5,6% discount	
2000 to 2499	6,4% discount	
2500 to 2999	7,2% discount	
3000 to 3499	8% discount	
3500 to 3999	8,8% discount	
4000 to 4499	9,6% discount	
>=4500	10% discount	
DISCOUNT ON LONG TERM		
Monthly subscription charge	500,0000	605,00
A 3 year contract is signed	10% discount	
ADDITIONAL SERVICES		
2 ANALOGUE PORTS ON ISDN_oIP-2		
Access charge	66,9421	81,00
Monthly subscription charge	3,0000	3,63
CHOICE OF CALLING NUMBER FROM AVAILABLE NUMBERS		
<i>not applicable for series of 10 numbers</i>		
Access charge	223,1042	269,96
Monthly subscription charge	4,9579	6,00
KEEP THE SAME CALLING NUMBER IN THE SAME TELEPHONE ZONE		

Access charge	Free	
CHANGE OF CALLING NUMBER		
Access charge	27,5042	33,28
SECRET UNPUBLISHED NUMBER		
Monthly subscription charge for the first number	Free	
For the other numbers (same titular and same address)	Free	
PASSWORD' CHANGE (per line)		
Access charge	0,0000	0,00
Monthly subscription charge	0,6016	0,73
CALLING RESTRICTION TO INFOKIOSK (077, 0903, some 50 remote countries)		
Access charge	Free	
CALLING RESTRICTION TO 090-NUMBERS (to 090-numbers, except numbers giving access to internet servers [from 090930 to 090936 inclusive])		
Access charge	Free	
PERMANENT CALLING RESTRICTION per type of traffic (per line)		
Access charge	0,0000	0,00
Monthly subscription charge	3,2232	3,90
REMOTE CONTROLLED TRAFFIC RESTRICTION for all types of traffic (per line)		
Access charge	0,0000	0,00
Monthly subscription charge	3,2232	3,90
Per activation	0,1239	0,15
PERMANENT INCOMING CALL BARRING		
Access charge	0,0000	0,00
Monthly subscription charge	3,2232	3,90
PRE-SET NUMBER DIAL BY LIFTING RECEIVER (hot line)		
<i>Only TWIN, ISDN-2 Standard</i>		
Access charge	0,0000	0,00
Monthly subscription charge	3,2232	3,90
AUTOMATIC SIGNALING OF BILLING UNITS		
Monthly subscription charge	3,2232	3,90
VALUE-ADDED SERVICES		
Caller ID restriction (non-display of your number - CLIR)	Free	
Name display (Caller ID - CNIP)	2,4711	2,99
Anonymous Call Rejection - (ACR)	2,4711	2,99
RINGBACK		
Per call	Free	
PHONE MAIL SERVICES		
Activation and deactivation of service	Free	
Consulting received messages	Free	
From Belgium	National Tariff	
From another country	International Tariff	
Programming of greeting	Free	
From a fixed-line telephone	Free	
From another fixed-line telephone in Belgium	National Tariff	
Notification	Free	
To a pager	Same tariff as from a landline	
To a landline or mobile telephone in Belgium	Same tariff as from a landline	
To another country	Same tariff as from a landline	
<i>Caller forwarded to phone mail pays for his call without supplement.</i>		
PHONE MAIL BASIC SERVICES		
Activation and deactivation of service	Free	
Listen to received messages	Free	
<i>The caller forwarded to phone mail pays for his call without a supplement.</i>		

1.3. DIGITAL LINES (ISDN-30)/Enterprise Voice Multi 30-60-90-120 (per 30 channels)	Excl. VAT (EUR)	Incl. VAT (EUR)
SERVICE CALLS		
ACTIVATION COSTS INCLUDED		
ISDN-30/Enterprise Voice Multi 30 activation		
per system	1.930,5948	2.336,02
ISDN-30 activation - Inside BCS		

per system	965,2974	1.168,01
Exception: costs in case of merger, take-over of lines or configuration <i>Rate applied without a subscription interruption</i>		
Flat rate whatever the number of lines	250,0000	302,50
Loadsharing activation		
Outside BCS	250,0000	302,50
Inside BCS	125,0000	151,25
Service Level Agreement (SLA) - Enterprise Voice Multi	On request	
CHANGE OF LINE CONFIGURATION		
For all changes	Free	
CHARGE FOR INSTALLATION OR CHANGE OF INDOOR INSTALLATION		
Supply, laying of required cables	On request	
SPECIAL CONNECTIONS		
Exceptional connections	On request	
<i>Connection to another exchange in the same telephone zone</i>		
Temporary connection		
<i>Temporary connection of fixed duration (max. 60 days)</i>		
Activation of the line	Standard Price	
Charge for service call (if required)	On request	
MONTHLY SUBSCRIPTIONS- PER LINE		
ISDN-30/Enterprise Voice Multi (per 30 channels)		
Standard national rate (per Primary Rate Access)	313,0000	378,73
Numbering		
Direct dialing (per 10 numbers)	7,4368	9,00
Direct dialing (per 100 numbers)	32,0000	38,72
Direct dialing (per 1000 numbers)	128,0000	154,88
Direct dialing (per 10,000 numbers)	1.152,0000	1.393,92
Closed user group (per group), price per PRA (ISDN-30)	27,8880	33,74
Inbound Call Security	Free	
Permanent restriction of identification of the line	Free	
Loadsharing service, price per PRA (ISDN-30)	42,0000	50,82
Reduced rate for certain press organizations		
Per channel used by the editors	-6,9422	-8,40
EXCEPTIONAL CONNECTIONS		
Standard national rate (per Primary Rate Access)	313,0000	378,73
In addition to the standard subscription	89,4400	108,22
Supplement by HM in a straight line between telephone exchanges	5,3297	6,45
DISCOUNTPLAN FOR ISDN-30		
Monthly subscription charge	30,0000	36,30
Reduction (on monthly subscription) based on volume		
1 to 14	0% discount	
15 to 19	12% discount	
20 to 39	13% discount	
40 to 59	14% discount	
60 to 79	15% discount	
80 to 99	16% discount	
100 to 119	17% discount	
120 to 139	18% discount	
140 to 159	19% discount	
>=160	20% discount	
Discounts on the installation fee of 2 ISDN-30 (per year)		
ADDITIONAL SERVICES - PER 30 channels		
CALLING RESTRICTION TO INFOKIOSK (077, 0903, some 50 remote countries)		
Access restriction	Free	
CALLING RESTRICTION TO 090-NUMBERS (to 090-numbers, except numbers giving access to internet servers [from 090930 to 090936 inclusive])		
Access charge	Free	
PERMANENT TRAFFIC RESTRICTION by type of traffic		
Monthly subscription charge	46,4800	56,24
PERMANENT INCOMING CALL BARRING		
Monthly subscription charge	46,4800	56,24
AUTOMATIC SIGNALING OF BILLING UNITS (ISDN-30)		
Monthly subscription charge	46,4800	56,24

1.4. INTERNET	Excl. VAT (EUR)	Incl. VAT (EUR)
FOR STAND-ALONE PC		
INSTALLATION		
Activation (Installation Do-It-Yourself kit included)	48,7603	59,00
Installation of Internet and/or TV by Proximus		
Full Installation	48,7603	59,00
Optional services		
Purchase of Wi-Fi USB stick	28,9256	35,00
<i>Material, installation and configuration included.</i>		
Additional cable (price per meter)	2,4789	3,00
<i>In the "Full install"-type installation formula's, 20 metres of cable are included</i>		
Late cancellation	48,7603	59,00
Internet START SUBSCRIPTION (internet abon. incl.)		
Monthly subscription charge	22,7273	27,50
Internet START FIBER SUBSCRIPTION (internet abon. incl.)		
Monthly subscription charge	35,4959	42,95
Internet COMFORT SUBSCRIPTION (internet abon. incl.) **		
Monthly subscription charge	36,3554	43,99
Internet MAXI SUBSCRIPTION (internet abon. incl.)		
Monthly subscription charge	41,3140	49,99
Internet MAXI FIBER SUBSCRIPTION (internet abon. incl.)		
Monthly subscription charge	46,8347	56,67
Internet INTENSE SUBSCRIPTION (internet abon. incl.)		
Monthly subscription charge	52,3442	63,34
ADDITIONAL VOLUME Internet START		
5 GB	4,1322	5,00
ADDITIONAL VOLUME Internet COMFORT		
20 GB	4,1322	5,00
Internet MULTI & SECURITY		
Norton Security Antivirus, + 5 GB volume/month, up to 4 users	4,1322	5,00
Fixed IP option (on Office & Go Maxi)		
Monthly subscription charge	25,0000	30,25
Fixed IP option (on Office & Go Intense)		
Monthly subscription charge	20,0000	24,20
Office & Go Comfort		
Monthly subscription charge	41,9831	50,80
Office & Go Maxi		
Monthly subscription charge	46,9417	56,80
Office & Go Intense		
Monthly subscription charge	57,9719	70,15
FOR COMPUTER NETWORKS		
Office & Go Pro		
Monthly subscription charge	88,3529	106,9070
Installation	275,0000	332,7500
Configuration changes (per change request)	50,0000	60,5000
Office & Go Pro Extended		
Monthly subscription charge	145,3529	175,8770
Installation	275,0000	332,7500
Configuration changes (per change request)	50,0000	60,5000
Office & Go Pro Essential		
Monthly subscription charge	121,6529	163,35
Installation	275,0000	332,7500

1.5. TV	Excl. VAT (EUR)	Incl. VAT (EUR)
<i>Use of modem compatible with TV is necessary (possibility of buying via the Proximus points of sales)</i>		
INSTALLATION		
Activation (Installation Do-It-Yourself kit included)	48,7603	59,00
Installation of Internet and/or TV by Proximus		
Full Installation (activation included)	48,7603	59,00
Optional services		

Ethernet adapter (PLC) for 1 TV (2 adapters)	66,1157	80,00
Ethernet adapter (PLC) for 2 TV's (3 adapters)	81,8182	99,00
Additional Ethernet adapter plugged into the electric mains (PLC)	41,3223	50,00
Adapter for wireless TV (Ruckus) - 1 T (2 adapters)	66,1157	80,00
Additional adapter for wireless TV (Ruckus)	41,3223	50,00
Purchase of Scart-connector - Connection of existing DVD or VCR (test not included)	20,6612	25,00
<i>Required in order to keep existing DVD or VCR in no free scart connector available on TV. Material and connecting included.</i>		
Purchase of Wi-Fi USB stick	28,9256	35,00
<i>Material, installation and configuration included.</i>		
Additional cable (price per meter)	2,4789	3,00
<i>In the "Full install"-type installation formula's, 20 metres of cable are included</i>		
Decoder and remote control		
Rental (1st decoder)	6,6116	8,00
Rental 2nd or 3rd decoder	6,6116	8,00
Rental 2nd or 3rd decoder (in a BIZZ pack or in a pack with Internet Comfort or Internet Maxi)	4,9587	6,00
Remote control (sale)	12,3967	15,00
TV SUBSCRIPTION/TV ON DEMAND		
Monthly subscription charge TV	11,1607	13,50
Monthly subscription charge Proximus Pickx app	4,0909	4,95
Monthly subscription charge TV Replay	2,4793	3,00
Monthly subscription charge TV Replay+	4,1322	5,00
Monthly subscription charge Netflix (1 screen in SD)	6,6033	7,99
Monthly subscription charge Netflix (2 screens in ND)	9,0826	10,99
Monthly subscription charge Netflix (4 screens in UHD)	11,5620	13,99
Monthly subscription charge Family	9,0826	10,99
Monthly subscription All Sports	14,0413	16,99
Monthly subscription charge BeTV	20,6529	24,99
Studio 100 GO pass, monthly subscription charge	4,9174	5,95
Movies & Series, monthly subscription charge	9,0826	10,99
Adult, monthly subscription charge	16,4876	19,95
RTL à l'infini Selection, monthly subscription charge	4,9174	5,95
VRT Net gemist, monthly subscription charge	4,9174	5,95
Catalog of movies from 2,99 to 7,5€/movie depending on type of movie	4,9174	5,95

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