

Use your smartphone anywhere in the European Union just like in Belgium!

As from June 12th, your national mobile rate plans, options and bundles (in-bundle and out-of-bundle) will also apply for all your mobile communications (minutes, SMS, and data) within the 27 other EU countries as well as Iceland, Norway and Liechtenstein (collectively referred to as the "Europe Zone").

In practice, you will no longer have to pay a roaming surcharge when you (and your users) use your mobile phone within the Europe Zone, for communications within the Europe Zone. The minutes, data and SMS used will be accounted for on your national subscription, options or bundles. Out-of-bundle rates will also be the same as those applicable for national usage.

What do you have to do?

Nothing at all! Does your subscription, bundle or option include roaming? Roaming in the Europe Zone will automatically be taken out.

Outside the Europe Zone, the roaming options will of course remain applicable and will continue to offer you a more favorable rate in zones covered by your rate plan. Some of these options will change name.

In the following pages you can find out what will change for each of the most popular rate plans with a fixed term contract dedicated to companies. For rate plans dedicated to small companies and the self-employed (i.e. without a fixed term contract), please consult the website www.proximus.be/tariffs.

Smart Enterprise Start

- Free communications (calls and SMS) between colleagues, whether they're in Belgium or in the Europe Zone.
- Free communications to fixed lines in Belgium and in the Europe Zone.
- Price per unit:

National calls in the Europe Zone ¹	Price/unit (excl. VAT)
Calls to mobile (per min.)	€0.1000
SMS	€0.1000
MMS	€0.4100
Mobile Internet (per MB)	€0.7000

Smart Enterprise Lite & Comfort

- Free communications (calls and SMS) between colleagues, whether they're in Belgium or in the Europe Zone.
- Free communications to fixed lines in Belgium and in the Europe Zone.
- The Mobile Internet Protection service has been removed from the offer.
- The out-of-bundle mobile Internet rate will increase to €0.05/MB (excl. VAT).
- Price per unit:

National calls in the Europe Zone ¹	Price/unit (excl. VAT)
Out-of-bundle calls to mobile in the Europe Zone (per min.)	€0.1000
SMS in the Europe Zone	Included in the bundle
MMS	€0.4100
Mobile Internet out-of-bundle (per MB)	€0.0500

¹ With the exception of calls, SMS, MMS, use of data outside the Zone Europe and to premium numbers such as 0900.

Smart Enterprise Intense

- All your SMS and calls to fixed and mobile numbers in the Europe Zone are included in the bundles of your national rate plan.
- The out-of-bundle mobile Internet rate will increase to €0.05/MB (excl. VAT).
- The Mobile Internet Protection service has been removed from the offer.
- Price per unit:

National calls in the Europe Zone	Price/unit (excl. VAT)
Calls in the Europe Zone ²	Included in the bundle
SMS in the Europe Zone ²	Included in the bundle
MMS	€0.4100
Mobile Internet out-of-bundle (per MB)	€0.0500

Smart Enterprise Intense+ and Maxi

- All your SMS and calls to fixed and mobile numbers in the Europe Zone are included in the bundles of your national rate plan.
- The bundle of 2 GB for mobile Internet data in the EU is now obsolete and has been removed from the offer.
- The out-of-bundle mobile Internet rate will increase to €0.05/MB (excl. VAT).
- The Mobile Internet Protection service has been removed from the offer.
- Price per unit:

National calls in the Europe Zone	Price/unit (excl. VAT)
Calls in the Europe Zone ²	Included in the bundle
SMS in the Europe Zone ²	Included in the bundle
MMS	€0.4100
Mobile Internet out-of-bundle (per MB)	€0.0500

² With the exception of communications to premium numbers.

Mobile Corporate, Mobile Company, Mobile Group and Mobile Enterprise

- With your standard rate plan, all your SMS and calls within the Europe Zone are billed according to your national rate plan.³

Mobile Corporate	
National calls in the Europe Zone ³	Price/unit (excl. VAT)
Calls to mobile and fixed	€0.1100
SMS	€0.1100
MMS	€0.4100
Mobile Internet (per MB)	€0.5000

Mobile Company	
National calls in the Europe Zone ³	Price/unit (excl. VAT)
Calls to mobile and fixed	€0.1250
SMS	€0.1240
MMS	€0.4100
Mobile Internet (per MB)	€0.7000

Mobile Group	
National calls in the Europe Zone ³	Price/unit (excl. VAT)
Calls to mobile and fixed	€0.1500
SMS	€0.1240
MMS	€0.4100
Mobile Internet (per MB)	€0.7000

Mobile Enterprise	
National calls in the Europe Zone ³	Price/unit (excl. VAT)
Calls to mobile	€0.1250
Mobile calls to fixed	€0.0900
SMS	€0.1240
MMS	€0.4100
Mobile Internet (per MB)	€0.7000

³ With the exception of communications outside the Europe Zone and to premium numbers such as 0900.

Other changes to roaming options:

Daily Travel Passport

- All countries of the Europe Zone are now covered by your national plan.
- This option will remain applicable only in the 35 countries included in the list of TOP Destinations.⁴

Daily Travel Surf (Intense)

- This option will only be applicable in countries outside the Europe Zone, excluding countries in the Exception Zone.⁵
- Out-of-bundle use of mobile Internet in Top destinations will increase to €0.10/MB excl. VAT.

Travel Passport EU & TOP (Intense) / Travel Surf EU & TOP (Intense)

- These options will now only be applicable in the 35 countries of the TOP Destinations.⁴
- Out-of-bundle use of mobile Internet in Top destinations will increase to €0.10/MB excl. VAT.
- These options will be renamed Travel Passport TOP (Intense)/Travel Surf TOP (Intense).

Travel Passport World / Blackberry World / Travel Surf World (Intense)

- These options will only be applicable in countries outside the Europe Zone, excluding countries in the Exception Zone.
- Out-of-bundle use of mobile Internet in Top destinations will increase to €0.10/MB excl. VAT when you are in a country of the Top Destinations list.⁴

Blackberry Europe TOP

- This option will only be applicable in the 35 Top Destinations countries.⁴
- Out-of-bundle mobile Internet charges for the Top Destinations countries⁴ will increase to €0.10/MB excl. VAT.
- This option will be renamed BlackBerry Top.

⁴ Top Destinations: Albania, Andorra, Australia, Bosnia and Herzegovina, Brazil, Canada, Cape Verde, China, Dominican Republic, Egypt, Guernsey (Bailiwick of), Hong Kong, India, Indonesia, Isle of Man, Israel, Japan, Jersey Island, Macedonia, Malaysia, Mexico, Monaco (Monaco Télécom), Montenegro, Morocco, New Zealand, Russia, Serbia, Singapore, South Africa, Sri Lanka, Switzerland, Thailand, Turkey, Ukraine and United States.

⁵ Exception Zone: Angola, Armenia, Bahamas, Bhutan, Brunei, Djibouti, Ethiopia, Honduras, Falklands islands, Kyrgyz Republic, Laos, Lebanon, Macau, Maldives, Myanmar, Nepal, New Caledonia, Papua New Guinea, Sao Tomé and Príncipe, Sudan, East Timor, Togo, Tunisia and Venezuela.

Travel Passport outside EU & TOP

- Out-of-bundle mobile Internet charges for the Top Destinations countries⁴ will increase to €0.10/MB excl. VAT.

Shared Data National

- The national bundle will remain available in Belgium but will be limited to 70 MB per user per month outside Belgium in the Europe Zone, unless explicitly requested otherwise by the customer.
- Out-of-bundle mobile Internet charges will increase to €0.05/MB excl. VAT.

Shared Data Roaming

- The Shared Data Roaming bundle will only be available in Top Destinations countries⁴ and the out-of-bundle price stays €0.10/MB excl. VAT.

Mobile Internet in Belgium for smartphone, laptop and tablet

- The rates of the Mobile Internet and Mobile Intranet bundles will be applicable in Belgium as well as in Europe Zone countries.
- Out-of-bundle mobile Internet charges will increase to €0.05/MB excl. VAT.

With the end of roaming rates in the Europe Zone, a number of changes must be made to the Proximus Budget Manager and Proximus Private Use (Easy) solutions.

Proximus Budget Manager

- Level-3 categories which define national usage will become "national and in the Europe Zone".
- The categories "calls/SMS and mobile Internet abroad" will be divided into "calls/SMS/data in the Europe Zone" and "calls/SMS/data outside the Europe Zone".
- If an amount was defined in 1 or more of the above mentioned categories "abroad", then this amount will now be set on the corresponding category "in the Europe Zone".

Proximus Private Use (Easy)

- The national profile and rate plan of this solution will now also be applicable throughout the Europe Zone. The roaming profile is applicable for usage outside the Europe Zone
- The code to indicate the type of communication (private or professional) will now also be available and operational in the Europe Zone.

Modifications in the General Terms and Conditions

The Mobile general terms and conditions will be adapted on the same date to avoid abusive or abnormal use expected by the roaming regulation, and to explain the security measures put in place by Proximus to avoid any surcharges when your data limit is reached in Belgium or abroad.

- In Article 2.5.1., the phrase "control of the fair use of roaming services" has been added to the list of authorized purposes for data processing.
- A new article has been added – Article 3.12:

The Customer commits to make a fair use of the roaming services, within the meaning of the European regulation.

Should Proximus observe any abusive or anomalous use of the voice, data, SMS, MMS roaming services during a period of four subsequent months, Proximus reserves the right to alert the Customer by all appropriate means (SMS, email, mailing, call etc.). In such a case, the Customer has two weeks to change his usage pattern and to demonstrate an actual domestic presence or consumption. Otherwise, Proximus shall have the right to apply to the Customer the surcharge in force pursuant to the European regulation as from the alert date until Customer's usage no longer indicates a risk of abusive or anomalous use of the roaming services, on the basis of a new four subsequent months observation period.

By "abusive or anomalous use of roaming services" is meant under the European regulation:

- A presence and service consumption which prevail in the other Member States in comparison with the domestic presence and service consumption in Belgium or
- A long inactivity of a given SIM card associated with use mostly, if not exclusively, while roaming or
- A subscription and sequential use of multiple SIM cards by the same Customer while roaming.

Furthermore, in case of organised resale of SIM cards to persons who, within the meaning of the European regulation, neither formally reside in nor have stable links with Belgium, Proximus reserves the right to apply immediately any necessary measure for the respect of the agreement, including its suspension and/or termination, without prejudice to Proximus' right to claim damages.

- Articles 4.15 et 4.16 will be replaced by the following articles :

4.15. Proximus will, at its own discretion, either reduce the mobile data surfing speed when the mobile data volume included in the rate plan has been used in Belgium or cut off the mobile data connection as soon as possible when the mobile data usage in Belgium exceeds the rate plan by EUR 60 (incl. VAT) or any other available threshold communicated by Proximus. When the Customer has reached the surfing limit or exceeds the rate plan by the said threshold, the Customer will be informed accordingly by SMS. The Customer can remove, under its own responsibility, the concerned limitation by contacting the Customer Service or via self-servicing, if allowed.

4.16. As regards the use of the Service outside of Belgium, Proximus will cut off the mobile data connection as soon as amount of the mobile data monthly bill exceeds EUR 60 (incl. VAT). For Customers with a rate plan, the connection will only be cut off if mobile data usage exceeds the rate plan by EUR 60 (incl. VAT). Customers who do not wish to have a limitation are requested to contact the Customer Service. Customers are informed by SMS before they have reached the surfing limit or when they have exceeded this limit.

All changes in this document will enter into effect on 12 June 2017. You have the right to cancel your contract at no charge until the end of the month following the receipt of the bill with the new rates.