

Marketing-numbers - 0800

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.

Service

Fixed line telephony

Marketing numbers are virtual numbers that are routed to one or more predefined destinations based on various criteria such as language, origin of the call, day and time of the call, a voice menu or a combination of these criteria.

For a 0800 number the caller pays nothing as long as he or she calls from a Belgian fixed or mobile network that uses the same interconnection rates as Proximus.

In addition to the rental fee for the marketing number, the number holder is also billed for the traffic linked to the number, depending on the duration, the origin of the call, the destination and the use of the various routing possibilities. A Marketing number is always associated with a pricing plan. The price of the calls (set price/min) also depends on the volume of the call.

Each tariff plan has a monthly subscription that is equal to the call credit linked to that tariff plan. Unused call credit is transferred once to the next month.

Price

Monthly fee (in €, excl. VAT)

- If the number is linked to a tariff plan on number level:
 - Subscription per number (also valid as call credit): € 25/month
 - Subscription to the tariff plan: included
 - The call credit is consumed on the basis of the Pack line tariff plan

- If the number is linked to a tariff plan on customer level
 - Rate applicable to all 0800 numbers of the customer
 - Subscription per number: € 12.5 /month
 - Subscription to the tariff plan (1 per customer) (also valid as call credit): 100, 200, 500, 1000, 2000, 3000, or 5.000 €/month
 - The call credit is consumed on the basis of the Corporate rate plan 100, 200, 500, 1000, 2000, 3000 or 5000, at the customer's choice

(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)

Consumption-related tariffs (in €, excluding VAT)

- The call credit is consumed based on the tariff plan chosen by the customer.
- One the call credit is used, additional calls are charged based on the same tariff plan.
- Price of the calls according to the chosen tariff plan (the tariff is expressed per minute but applied per second)

Pack line	Setup (€)	Peak hours (€/min)	Off-peak hours (€/min)
F2F	0,0322	0,0458	0,0340
F2M	0,0870	0,1919	0,1394
M2F	0,0683	0,2978	0,1595
M2M	0,1217	0,4409	0,2637

Corporate 100	Setup (€)	Peak hours (€/min)	Off-peak hours (€/min)
F2F	0,0303	0,0458	0,0347
F2M	0,0817	0,1827	0,1336
M2F	0,0640	0,2820	0,1523
M2M	0,1142	0,4162	0,2501

Corporate 200	Setup (€)	Peak hours (€/min)	Off-peak hours (€/min)
F2F	0,0303	0,0430	0,0319
F2M	0,0817	0,1799	0,1308
M2F	0,0640	0,2793	0,1496
M2M	0,1142	0,4134	0,2473

Corporate 500	Setup (€)	Peak hours (€/min)	Off-peak hours (€/min)
F2F	0,0303	0,0403	0,0293
F2M	0,0817	0,1771	0,1280
M2F	0,0640	0,2765	0,1468
M2M	0,1142	0,4106	0,2445

Corporate 1000	Setup (€)	Peak hours (€/min)	Off-peak hours (€/min)
F2F	0,0294	0,0364	0,0257
F2M	0,0792	0,1691	0,1214
M2F	0,0621	0,2516	0,1396
M2M	0,1107	0,3816	0,2343

Corporate 2000	Setup (€)	Peak hours (€/min)	Off-peak hours (€/min)
F2F	0,0275	0,0315	0,0215
F2M	0,0740	0,1555	0,1110
M2F	0,0580	0,2326	0,1280
M2M	0,1035	0,3541	0,2165

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Corporate 3000	Setup (€)	Peak hours (€/min)	Off-peak hours (€/min)
F2F	0,0275	0,0290	0,0190
F2M	0,0740	0,1530	0,1085
M2F	0,0580	0,2301	0,1255
M2M	0,1035	0,3516	0,2140

Corporate 5000	Setup (€)	Peak hours (€/min)	Off-peak hours (€/min)
F2F	0,0220	0,0245	0,0145
F2M	0,0180	0,0430	0,0370
M2F	0,0375	0,1771	0,1315
M2M	0,0335	0,1956	0,1540

- For calls with voice menu's or messages, a surcharge of € 0,0250/min is applied to the price per minute.

Additional fixed programming costs (prices in €, excl. VAT)

- Simple translation: € 20 per translation
- Complex translation: on request

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. By submitting his order, the customer accepts the general and specific terms and conditions as well as the other pre-contractual information available at www.proximus.be/legalmentions

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