

## MOBILE SUBSCRIPTIONS – MOBILUS

### Contract summary

This contract summary provides the main elements of this service offer as required by EU law <sup>(1)</sup>. It helps to make comparison between service offers. Complete information about the service is provided in other documents.

### Services

#### Mobile Voice Telephony and Mobile Internet Access

In Belgium and EU:	Mobilus S <sup>1</sup>	Mobilus M <sup>1</sup>	Mobilus L <sup>1</sup>	Mobilus Unlimited	Mobilus Unlimited Premium
Call minutes	120	Unlimited	Unlimited	Unlimited	Unlimited
Text messages	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
Data	2 GB	10 GB	15 GB	Unlimited <sup>2</sup>	Unlimited in Belgium and 50 GB in the EU <sup>3</sup>

Belgium and EU: excluding calls/text messages to special or premium numbers, excluding international calls/text messages from Belgium to numbers abroad, excluding MMS

EU = European Union countries + Iceland, Liechtenstein, Norway and the United Kingdom.

<sup>1</sup> Also in "Full Control" version: barring of calls/text messages/data not included in the bundle; nationally/EU, additional data only with credit top-up.

Unlimited usage of your favorite app included: choose from WhatsApp (default setting), Twitter, Pinterest, Snapchat, Facebook and Messenger.

<sup>2</sup> Mobilus Unlimited: 50 GB/month on 4G and 5G in Belgium and in the EU. Beyond that, surfing at reduced speed (maximum 512 Kbps) without extra cost.

<sup>3</sup> Mobilus Unlimited Premium : beyond 50 GB of data usage in the EU, an additional fee per MB will be invoiced.

(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

Mobile Internet Access	Maximum estimated Speed*	
	Download	Upload
2G	180 Kbps	50 Kbps
3G	21 Mbps	2 Mbps
4G/4G+	152 Mbps	52 Mbps
5G	300 Mbps	88 Mbps

\*subject to compatible terminal and tariff plan; 5G speed estimation based on more limited data due to 5G current deployment

Access to the 5G network is only available with the Mobilus Unlimited (up to 200 Mbps) and Mobilus Unlimited Premium subscriptions.

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

- **Monthly fee (VAT incl.):**

Mobilus S	Mobilus M	Mobilus L	Mobilus Unlimited	Mobilus Unlimited Premium
€ 15.99	€ 26.99	€ 36.99	€ 42.99	€ 49.99

- **Consumption-related charges or out-of-bundle charges (National / EU):** [Rates mobile subscription](#)
- **Roaming tariffs outside EU and international tariffs:** [International & roaming](#)
- **Fair Use Policy while roaming within EU:** Mobilus Unlimited Premium in the EU: once you've reached your 50 GB monthly limit, you can keep surfing at € 0,003/MB.
- **Compatible options:** [Mobile options](#)

**Optional joint offer (prices in €, VAT included), additionally to the mobile subscription, also including the following:**

- **An equipment** : smartphone of your choice out of the different models that are available in a joint offer (see [The best smartphones | Proximus](#)): one shot fee, payable upon the conclusion of the contract, variable in function of the smartphone model and in function of the mandatory option (Special Deal or DataPhone)
- **A mandatory option** according to the compatibility with the mobile subscription and the smartphone model.
  - Special Deal : discount on the one-shot fee on the purchase price of the smartphone (€/month)
  - DataPhone : additional mobile data volume (Belgium and EU)
  - DataPhone 500 MB at € 5/month
  - DataPhone 1 GB at € 10/ month
  - DataPhone 1,5 GB at € 15/ month
  - DataPhone 2 GB at € 20/ month
  - DataPhone 2,5 GB at € 25/ month

(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)

- DataPhone 3,5 GB at € 35/ month
- **An amortization table** reflecting the remaining value of the equipment until the end of the contract is added to the contract.

### Duration, renewal and termination

#### Without joint offer

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

#### With joint offer

- Concerning the service fee : undefined term
- Concerning the equipment which is part of a joint offer and the option Special Deal or DataPhone: fixed term of 24 months
- Termination, in writing, at any time, by paying the remaining value of the equipment, in line with the amortization table and whatever the cause of the termination.

### Features for end-users with disabilities

Detailed information on adapted solutions: [www.proximus.be/handicap](http://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)