

MOBILE SUBSCRIPTIONS – MOBILUS

Contract summary

This contract summary provides the main elements of this service offer as required by EU law ⁽¹⁾. 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 ¹	Mobilus M ¹	Mobilus Maxi	Mobilus Unlimited Premium
Call minutes	120	Unlimited	Unlimited	Unlimited
Text messages	Unlimited	Unlimited	Unlimited	Unlimited
Data	2 GB (+ 1 GB ao 1/9/22)	10 GB (+ 2 GB ao 1/9/22)	50 GB ²	300 GB in Belgium + 62 GB in the EU ³

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.

¹ Also in "Full Control" version: barring of usage not included in the subscription; nationally/EU, additional data only with credit top-up.

Until 31/8/22, unlimited access to your favorite app included: choose from WhatsApp (default setting), Twitter, Pinterest, Snapchat, Facebook and Messenger.

² Mobilus Maxi: beyond 50 GB, you keep surfing at reduced speed (maximum 512 kbps) without extra cost.

³ Mobilus Unlimited Premium: beyond 300 GB in Belgium, you keep surfing at reduced speed (maximum 512 kbps) without extra cost; beyond 62 GB in the EU, an additional fee per MB will be charged.

(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 *		estimated maximum speed **			optimal maximum speed ***	
		2G	3G	4G	5G	
Download	Mobilus S	200 Kbps	21 Mbps	220 Mbps	N/A	
	Mobilus M				250 Mbps	250 Mbps
	Mobilus Maxi				420 Mbps	1 Gbps
	Mobilus Unlimited Premium				420 Mbps	1 Gbps
Upload		100 Kbps	2 Mbps	60 Mbps	88 Mbps	100 Mbps

* Subject to compatible terminal and subscription

** The "estimated maximum speed" is the maximum speed that users can expect to achieve at different locations in the coverage area under realistic conditions. This maximum value results from measurements on the whole national territory and might vary depending on the selected compatible tariff plan, the device performance and your location during the use of the service. 5G being under deployment, the speed estimation is based on limited data.

*** The "optimal maximum speed" is the maximum speed that can be reached under optimal conditions and might vary depending on the selected compatible tariff plan, the device performance and your location during the use of the service.

If despite a normal use, the service quality of the Internet service presents a continuous or recurrent discrepancy in comparison with the estimated maximum speed, the consumer can lodge a complaint with the customer service.

Price

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

Mobilus S	Mobilus M	Mobilus Maxi	Mobilus Unlimited Premium
€ 15.99	€ 26.99	€ 42.99	€ 49.99

- **Consumption-related charges or out-of-bundle charges (National / EU):** €0,30/min, € 0,10/MB, € 0,50/MMS
- **Roaming tariffs outside EU and international tariffs:** [International & roaming](#)
- **Fair Use Policy while roaming within EU:** Mobilus Unlimited Premium in the EU: beyond 62 GB/month, you can keep surfing at € 0,0021/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.

(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)

- Special Deal: discount on the one-shot fee on the purchase price of the smartphone (€0/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
 - 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

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.

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