

#Interact

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.

Services

Number-independent interpersonal communication service:

- Cloud application that aggregates the messages and comments received by the customer on a central platform
- Messages can come from compatible communication channels (such as, but not limited to, Facebook, Facebook Messenger, chat on his own website), which the customer has selected.
- The customer can view and respond to these messages through a portal from the Platform, without having to be individually connected to each selected communication channel.

Price

VAT excl.	#Interact Hub	#Interact Pro	#Interact Bot
Monthly fee (per user)	€ 50	€ 60	€ 125
Service level agreement (SLA)	✗	✓	✓
Training (optional)	€ 900	€ 900	€ 900
Integration (optional)	Price on request (depends on the integration)		

Duration, renewal and termination

- Fixed term of 24 months. Thereafter the contract is tacitly renewed for a period of 12 months.
- Written cancellation at any time with a notice period of 3 months.
- Service charges are due until de-activation of the service. In case of early termination during one fixed term, the termination indemnity as stipulated in the contract is due.

Features for end-users with disabilities

Detailed information on adapted solutions: www.proximus.be/handicap

Other relevant information

Prices and descriptions are subject to error, to any applicable promotion and to subsequent modification. Only the prices in force at the time of subscription to the service, product or option are contractually binding.

⁽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)