

# Free Calls International Service Description

## 1. Subscription information

Up to two of the telephone numbers held by the Customer may be indicated on the subscription application as the number to which the Free Calls International rate plan will apply.

## 2. Availability

**2.1.** Free Calls International is available on basic analogue (PSTN) lines or on digital lines of the type ISDN-2 Standard, Twin, DuoLine and Phone Line. It is not available on ISDN-30, ISDN Indialing and ISDN Cascade lines. A customer who holds several telephone numbers on a digital line of the type ISDN-2 Standard, Twin or DuoLine is responsible for the management of the numbering plan. The customer must check whether the chosen number allows him/her to take full advantage of Free Calls International based on his/her numbering plan.

**2.2.** The customer may not subscribe more than twice to Free Calls International with the same telephone number or different telephone numbers, with the same installation address or different installation addresses.

**2.3.** The customer may only subscribe to Free Calls International for his own personal use.

## 3. Compatibility – exclusivity

**3.1.** Free Calls International cannot be combined with the Discovery Line rate plan or with an I-Talk Classic line.

**3.2.** Free Calls International cannot be combined on the same or on different telephone numbers with other Proximus rate plans that have special offers on international calls, unless explicitly authorized in the Service Description that applies to the other rate plan.

**3.3.** Free Calls International cannot be combined with any rate plan concluded at group level.

## 4. Advantages

**4.1.** Free Calls International entitles you to the following advantages: up to two thousand (2,000) minutes per month of free international calls from your fixed line (from 5 p.m. to 8 a.m. on weekdays and 24 hours a day on weekends and public holidays) to fixed and mobile lines (except mobile numbers in Turkey and Morocco) in the following countries: Andorra, Austria, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Faroe Islands, Finland, France, Germany, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Monaco, the Netherlands, Norway, Poland, Portugal, Romania, San Marino, Slovakia, Slovenia, Spain, Sweden, Switzerland and the United Kingdom, the United States, Canada, and fixed numbers in Morocco and Turkey, from the fixed-line telephone number provided by the customer on subscription, excluding 64K data connections on ISDN lines, special and premium numbers (non-geographical numbers such as 070x, 09xx, 1xxx etc.), mobile lines in Morocco and Turkey and Internet numbers. Beyond that limit you pay per minute.

**4.2** The following countries are not included in the Free Calls International rate plan: Bahamas, Barbados, French Guyana, French Polynesia, Gibraltar, Guadeloupe, Hawaii, Martinique,

Netherlands Antilles, Puerto Rico, Reunion Island and the Virgin Islands.

**4.3.** The list of prefixes regarded by Proximus as fixed-line prefixes can be found on the website: [www.proximus.be](http://www.proximus.be).

## 5. Extent to which advantages apply

The advantages mentioned in Article 4 apply only to calls made from the telephone number indicated by the customer on the subscription application. They do not apply to any other numbers held by the customer.

## 6. Billing

**6.1** All types of calls that are not included in the advantages mentioned in Article 4.1 will be billed at the Free Calls International rate, the amounts of which are laid down in the price list available on the Proximus website ([www.proximus.be](http://www.proximus.be)).

**6.2.** This amount will be billed according to the billing agreement that applies to the telephone number indicated by the customer on the subscription application.

**6.3** Proximus may charge a fixed monthly fee, the conditions and amounts of which are laid down in the price list available on the Proximus website ([www.proximus.be](http://www.proximus.be)).

## 7. Entry into effect of termination by the customer

If the customer submits his/her request for termination at least seven working days before the end of the month underway, the termination shall take effect no later than the end of the month in question. If the customer's notice of termination is submitted less than seven working days before the end of the month underway, it shall take effect at the end of the next month.

## 8. General provisions

Besides the customer's subscription application, the contract consists of the following documents, ranked from the most general to the most specific:

- 1 the General and Specific Terms and Conditions of the Telephony Service;
- 2 General Terms and Conditions of the Proximus rate plans;
- 3 this Service Description of the Free Calls International rate plan;
- 4 Proximus price list.

In the event of any discrepancy between one or more of these documents, the following rule shall apply: the document that is the most specific to the Free Calls International rate plan will take precedence over all other documents of a more general nature.

The customer's subscription application must not derogate from the other documents cited above.

These documents can be obtained free of charge by calling 0800 55 800 toll-free (for residential customers) or 0800 55 200 toll-free (for professional customers).