

## 1. Information to be provided when subscribing

1.1 When subscribing to the (Enterprise) Unlimited Calls National/International tariff plan, the customer should provide the telephone numbers of which he is the holder and on which he wishes to benefit from the Unlimited Calls National/International/Enterprise Unlimited Calls National/International module.

## 2. Availability

2.1 (Enterprise) Unlimited Calls National/International is available on Phone Line and on the following types of VoIP lines: Phone Line (IP), Bizz IP Telephony Mono, Bizz IP Telephony Duo and Enterprise Voice, with exception of the ISDNolP-2 lines.

2.2 A customer must activate Enterprise Unlimited Calls National/International on all the numbers that are part of one and the same line configuration except for Bizz IP Telephony Duo where the customer must indicate on which number he would like to activate the Unlimited Calls National/International tariff plan.

## 3. Compatibility – Exclusivity

3.1 (Enterprise) Unlimited Calls National/International cannot be combined with Proximus rate plans which are activated at customer level and which offer advantages on calls made from a fixed line towards national fixed lines in Belgium, to mobile numbers in Belgium and to the most of European fixed and mobile numbers (+ USA & Canada), and to all fixed numbers in Morocco and Turkey unless the Service Description applicable to that other rate plan expressly allows such a combination.

3.2 (Enterprise) Unlimited Calls National/International cannot be combined on the same telephone number with Happy Time, Happy Time XL, Happy Time International, No Limit National Fix to Fix, Unlimited Calls National, No Limit Fix to Mobile and No Limit International.

## 4. Advantages

4.1. When Unlimited Calls National/International is activated on an individual number, Unlimited Calls National/International entitles the customer to get:

- an unlimited number of national voice calls (voice telephony) of any length during peak and off-peak hours to fixed-line numbers (from fixed line to fixed line)
- 1.000 call minutes for calls made from the fixed line (voice telephony) to any mobile number in Belgium during peak and off-peak hours. Once these 1.000 call minutes have been used, the customer will benefit from preferential rates for his calls.
- 1.000 call minutes for calls made from the fixed line (voice telephony) to fixed lines and mobile numbers in the following countries : Bulgaria, Cyprus, Denmark, Germany, Estonia, Finland, France, Greece, Hungary,

Ireland, Italy, Latvia, Lithuania, Luxemburg, Malta, Netherlands, Austria, Poland, Portugal, Romania, Slovenia, Slovakia, Spain, Czech Republic, United Kingdom, Sweden, Andorra, Faeroe, Iceland, Liechtenstein, Monaco, Norway, San Marino, Switzerland, United States, Canada **AND** to all fixed numbers in Morocco and Turkey excluding special and premium numbers (non-geographical numbers such as 070x, 09xx, 1xxx etc.) and Internet numbers. Once these 1.000 call minutes have been used, the customer will benefit from preferential rates for his calls.

4.2. When Enterprise Unlimited Calls National/International is activated on a range DDI10 with or without individual numbers, 'Enterprise Unlimited Calls National/International' entitles the customer to get:

- per number 1.000 call minutes for calls made from the fixed line (voice telephony) to any fixed number in Belgium during peak and off-peak hours. Once these 1.000 call minutes have been used, the customer will benefit from preferential rates for his calls.
- per number 1.000 call minutes for calls made from the fixed line (voice telephony) to any mobile number in Belgium during peak and off-peak hours. After these 1.000 call minutes have been used, the customer will benefit from preferential rates for his calls.
- per number 1.000 call minutes for calls made from the fixed line (voice telephony) to fixed lines and mobile numbers in the following countries : Bulgaria, Cyprus, Denmark, Germany, Estonia, Finland, France, Greece, Hungary, Ireland, Italy, Latvia, Lithuania, Luxemburg, Malta, Netherlands, Austria, Poland, Portugal, Romania, Slovenia, Slovakia, Spain, Czech Republic, United Kingdom, Sweden, Andorra, Faeroe, Iceland, Liechtenstein, Monaco, Norway, San Marino, Switzerland, United States, Canada **AND** to all fixed numbers in Morocco and Turkey excluding special and premium numbers (non-geographical numbers such as 070x, 09xx, 1xxx etc.). Once these 1.000 call minutes have been used the customer will benefit from preferential rates for his calls.

4.3. All calls not covered by the benefits set out in Articles 4.1 and 4.2 are billed to the customer at preferential rates.

## 5. Extent to which the advantages apply

The advantages cited in Article 4 solely apply to calls made from the telephone number(s) indicated by the customer on the subscription application form, in accordance with Articles 1 and 4. They do not apply to any other numbers held by the customer.

## 6. Subscription fee

6.1 Customers holding a VoIP line of type Bizz IP Telephony Mono, Bizz IP Telephony Duo or Bizz IP Telephony Multi and who wish to benefit from the (Enterprise) Unlimited Calls National/International tariff plan on the number(s) they specified when they have subscribed must pay a monthly subscription fee.

6.2. The monthly subscription fee is charged to the billing agreement for the telephone number indicated by the customer on the subscription application form.

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

If the customer's notice of termination is submitted at least seven working days before the end of the calendar month underway, it shall take effect at the end of that month. If the customer's notice of termination is submitted less than seven working days before the end of the calendar month underway, it shall take effect at the end of the following calendar month.

## 8. General provisions

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

1. the General and Specific Terms and Conditions for the Telephony Service;
2. this Service Description of the (Enterprise) Unlimited Calls National/International tariff plan

In the event of any discrepancy between one or more of these documents, the following rule shall apply: the most specific document applicable to the chosen (Enterprise) Unlimited Calls National/International rate plan takes 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 (residential customers) or 0800 55 500 (professional customers) toll-free.

## 9. Fraud

The (Enterprise) Unlimited Calls National/International rate plan, which includes an "unlimited" formula, is intended for normal usage of the fixed telephone service as part of an unlimited offer. To prevent fraud, Proximus reserves the right to limit the service or suspend and/or terminate the contract if the monthly usage of the service is regularly ten times (or more) greater than the average usage of all users of the unlimited offer or in case of abnormal use of the telephony service, for example if the phone is used as a baby monitoring phone, the service is used for call center purposes or the service is made available to third parties.