

EPIC MOBILE SUBSCRIPTIONS

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

Mobile Voice Telephony, Mobile Internet Access

	Epic stories	Epic beats	Epic videos
Call minutes (Belgium and EU) SMS (Belgium and EU)	120 unlimited	300 unlimited	unlimited unlimited
Data (Belgium and EU) for included apps (*)	25 GB for social apps (**)	25 GB for music and social apps (**)	40 GB for video, music and social apps (**)
Data (Belgium and EU) (***)	4 GB	4 GB	4 GB

Belgium and EU: excluding calls/SMS to special or premium numbers, excluding international calls/SMS from Belgium to other countries, excluding MMS.

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

(*) After using the data included in the mobile plan, no additional charges but the Internet speed is reduced to 512 Kbps at no additional cost.

(**) The social media apps are Instagram, Facebook, WhatsApp, Messenger, Pinterest, Twitter, Snapchat and TikTok.

The music apps are Spotify, Apple Music, Deezer, SoundCloud, One World Radio-Tomorrowland and Audiomack.

The video apps are Netflix, YouTube, Twitch and the Proximus Pickx app.

(***) When the 4GB of data included in the mobile plan have been used, a price per MB is 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	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

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 subscription (in €, VAT included) :

Epic stories	Epic beats	Epic videos
€ 19,99	€ 24,99	€ 37,99

- Consumption-related charges or out of bundle charges (national /EU): [consumption charges per subscription](#).

When the call minutes included in the mobile plan have been used, a price of € 0,30 /min VAT incl. Is charged. When the 4 GB of data included in the plan have been used € 0,10/ MB VAT incl. is charged.

- Roaming tariffs outside EU and international tariffs : [roaming tariffs and international](#)
- 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 (€0/month)
 - Data Phone : additional mobile data volume (Belgium and EU)
 - Data phone 500 MB at € 5/month
 - Data phone 1GB at € 10/ month
 - Data phone 1,5GB at € 15/ month
 - Data phone 2GB at € 20/ month
 - Data phone 2,5 GB at € 25/ month
- **An amortization table** reflecting the remaining value of the equipment until the end of the contract is added to the contract.

(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)

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.

(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)