

MOBILE SUBSCRIPTIONS – BIZZ MOBILE

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

	Bizz Mobile S ¹	Bizz Mobile M ¹	Bizz Mobile Maxi	Bizz Mobile International
Call minutes (Belgium and EU)	100 Unlimited calls to fixed lines and between colleagues ⁴	Unlimited	Unlimited	Unlimited
Text messages (Belgium and EU)	Unlimited	Unlimited	Unlimited	Unlimited
Data (Belgium and EU)	2 GB (+ 1 GB ao 1/9/22)	10 GB (+ 2 GB ao 1/9/22)	60GB ²	300GB in Belgium and 62 GB in the EU ³
Roaming outside EU and international				1 GB + 600 min + 600 SMS to EU and in/to Switzerland, USA and Canada

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 Until 31/8/2022: unlimited usage of your favorite app included: choose from WhatsApp (default setting), Twitter, Pinterest, Snapchat, Facebook and Messenger.

² Bizz Mobile Maxi : 60 GB/ month at maximum speed in 4G and 5G in Belgium and in the EU. Beyond that, surfing at reduced speed (maximum 512 Kbps) without extra cost.

³ Bizz Mobile International : 300 GB/ month at maximum speed in 4G and 5G in Belgium and in the EU. Beyond that, surfing at reduced speed (maximum 512 Kbps) without extra cost. Beyond 62 GB of data in the EU extra costs per MB will be invoiced.

⁴ Unlimited calls to other Bizz Mobile plans on the same customer account.

(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 (O J L 321, 17.12.2018, p.36)

Speeds of the Internet service

Mobile internet access *		estimated maximum speed **			optimal maximum speed ***	
		2G	3G	4G	5G	
Download	Bizz Mobile S	200 Kbps	21 Mbps	220 Mbps	N/A	
	Bizz Mobile M				250 Mbps	250 Mbps
	Bizz Mobile Maxi				420 Mbps	1 Gbps
	Bizz Mobile International				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.

Access to the 5G network is available to all Bizz Mobile subscriptions, except Bizz Mobile S. For Bizz Mobile M, 5G speed is limited to 250 Mbps.

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 excl.):**

	Bizz Mobile S	Bizz Mobile M	Bizz Mobile Maxi	Bizz Mobile International
One mobile	€ 13	€ 23	€ 40	€ 55
As from 2 mobile ⁵	€ 13	€ 20	€ 37	€ 52

⁵ Multi-mobile advantage of -3€/month (as from Bizz Mobile M) with several Bizz Mobile subscriptions on the same customer account.

- **Consumption-related charges or out-of-bundle charges (National / EU):** [Rates mobile subscription](#)
- **Roaming tariffs outside EU and international tariffs:** [International & roaming](#)
- **Fair Use Policy while roaming within EU:** Bizz Mobile International in the EU: once you've reached your 62 GB monthly limit, you can keep surfing at € 0,0018/MB.

(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 (O J L 321, 17.12.2018, p.36)

- **Compatible options:** [Mobile options](#)

Optional joint offer (prices in €, excl. VAT), 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 for your business | 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 € 4.13/month
 - Data phone 1GB at € 8.26/ month
 - Data phone 1,5GB at € 12.4/ month
 - Data phone 2GB at € 16.53/ month
 - Data phone 2,5 GB at € 20.66/ 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.

Duration, renewal and termination

- Undefined term.
- Termination, in writing, at any time and free of charge.

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 (O J L 321, 17.12.2018, p.36)