

## MOBILE SUBSCRIPTIONS – MOBILE CONNECT

### Contract summary

This contract summary provides the main elements of this service offer as required by the EU law (<sup>1</sup>). It helps to make comparison between service offers. Complete information about the service is provided in other documents.

#### Service

##### Mobile voice telephony, Mobile internet access:

The service includes: access to mobile internet and intranet, mobile voice telephony and text messaging

Mobile Connect	Mobile Connect Start	Mobile Connect Plus	Mobile Connect Pro	Mobile Connect Max	Mobile Connect International
<b>In Belgium and during roaming in EU <sup>1</sup></b>					
Minutes to mobiles	0 min	200 min	Unlimited	Unlimited	Unlimited
Minutes to fix lines	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
Minutes to colleagues <sup>2</sup>	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
SMS to mobiles	0 sms	Unlimited	Unlimited	Unlimited	Unlimited
SMS to colleagues <sup>2</sup>	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
Mobile data in GB - in Belgium - in EU <sup>1</sup>	0 MB	3 GB	10 GB	20 GB	Unlimited 62 GB <sup>3</sup>
Minutes from Belgium to abroad	0	0	0	0	300 min EU and TOP <sup>4</sup>
SMS from Belgium to abroad	0	0	0	0	300 SMS EU and TOP <sup>4</sup>
5G Compatible	No	No	Yes	Yes	Yes
Conference Call possible	Yes	Yes	Yes	Yes	Yes
Proximus Public Wi-Fi	Option	Option	Option	Option	Included (Requires activation)
Mobile Threat Defense	No	Option	Option	Option	Included (Requires activation)

Belgium and EU: except calls/SMSs to special numbers and third-party services, except international calls/SMSs from Belgium to abroad, except MMSs

<sup>1</sup> EU = Countries of the European Union + Iceland, Liechtenstein, Norway, (the) United Kingdom, Andorra, and Monaco.

<sup>2</sup> Calls and SMSs to other Mobile Connect on the same customer account.

<sup>3</sup> Mobile Connect International: after using 62 GB in the EU, extra costs per MB will be charged

(<sup>1</sup>) 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)

<sup>4</sup> TOP = Albania, Algeria, Australia, Belarus, Bosnia and Herzegovina, Brazil, Canada, Cape Verde, China, Dominican Republic, Egypt, Faroe Islands, Guernsey (Bailwick of), Hong Kong, India, Indonesia, Israel, Japan, Jersey Island, Korea Republic, Macau, Macedonia, Malaysia, Man (Isle of), Mexico, Moldova (the Republic of), Montenegro, Morocco, Myanmar, New Zealand, Puerto Rico, Russian Federation, Serbia, Singapore, South Africa, Sri-Lanka, Switzerland, Taiwan, Thailand, Turkey, Ukraine, United States of America, Virgin Islands US

### Speeds of the internet service

Mobile internet access *		estimated maximum speed **			optimal maximum speed ***	
		2G	3G	4G	5G	
Download	Mobile Connect Start	200 Kbps	21 Mbps	200 Mbps	N/A	
	Mobile Connect Plus				N/A	
	Mobile Connect Pro			220 Mbps	250 Mbps	250 Mbps
	Mobile Connect Max				420 Mbps	1 Gbps
	Mobile Connect 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.

### Price

- **Monthly fee (in €, VAT excl):**

	Mobile Connect Start	Mobile Connect Plus	Mobile Connect Pro	Mobile Connect Max	Mobile Connect International
Catalogue price	€ 5	€ 14	€ 22	€ 29	€ 45

Under reserve of any applicable discount

- **Consumption-related or rates outside bundle (National/EU):**

Tariff/Minute	€ 0,15	€ 0,15	Na	Na	Na
Tariff/SMS	€ 0,15	Na	Na	Na	Na
Tariff/MMS	€ 1,25	€ 1,25	€ 1,25	€ 1,25	€ 1,25
€ data/MB - in Belgium	€ 0,70	€ 0,10	€ 0,10	€ 0,10	Na
Tariff/min to EU	€ 0,19	€ 0,19	€ 0,19	€ 0,19	€ 0,19
Tariff/min to EU Fix	€ 0,19	€ 0,19	€ 0,19	€ 0,19	€ 0,19

(<sup>1</sup>) 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)

SMS to EU	€ 0,15	€ 0,15	€ 0,15	€ 0,15	€ 0,15
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- **Roaming tariffs outside EU and international tariffs:** [www.proximus.be/roaming](http://www.proximus.be/roaming)
- **Reasonable policy on roaming use within the EU:** Mobile Connect International in EU: above 62 GB/month you will continue to surf at a price of € 0,0014/MB excl VAT
- **Other compatible options:**

	Mobile Connect Start	Mobile Connect Plus	Mobile Connect Pro	Mobile Connect Max	Mobile Connect International
One-time additional mobile data subscription	Yes	Yes	Yes	Yes	No
Individual recurring mobile data packages (in Belgium and the EU)	Yes	No	No	No	No
Group recurring mobile internet and intranet packages (in Belgium and the EU)	Yes	No	No	No	No
International options					
60 min to EU	No	No	No	Yes	No
Roaming opties					
Travel Extension	No	No	No	No	Yes
Travel Surf and Passport, SharedData Roaming	Yes	Yes	Yes	Yes	Yes

**Optional joint offer (prices in €, VAT excl), 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 [Mobile subscriptions with a smartphone | 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)
  - DataPhone: additional mobile data volume (Belgium and EU)
    - DataPhone 500 MB at € 4,13/month
    - DataPhone 1 GB at € 8,26/ month
    - DataPhone 1,5 GB at € 12,40/ month
    - DataPhone 2 GB at € 16,53/ month
    - DataPhone 2,5 GB at € 20,66/ month
    - DataPhone 3,5 GB at € 28,93/ 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

### For the Mobile Connect Data Connect service

<sup>(1)</sup>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)

- Fixed term of 24 months. At the end of the initial period the contract is tacitly extended for an undefined period.
- Termination in writing at any time by means of a 1 month notice period.
- Service charges due until the service is deactivated. In case of early termination during the initial term, the termination indemnity indicated in the contract is due.

#### **For the joint offer**

- Undefined term concerning the service fee
- 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](http://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.

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<sup>(1)</sup>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)