

easy and efficient  
your tailor-made Belgacom bill

**for large enterprises**

# your tailor-made bill

Issued by calendar month and tailor-made, your bill displays the information that you wish to appear on it, combined or broken down according to your administrative and accounting needs. This is Customer Oriented Billing (COB).

You will be able to find the following products: PSTN, ISDN, leased lines, DCS and DCS-mail, telex, Starfax, VPN (Virtual Private Network), XDSL, BiLAN™, Videotex, marketing numbers (0800, 090X, 077 and 078-15), paging, calling cards, etc.

This folder contains information about the make-up and structure of your bill. The enclosed brochure also explains the billing system to you so that you can read and interpret your personal bill more easily.

## the different parts of your bill

Your Belgacom bill consists of five sections :

### the bill itself

The bill itself is a single A4 page containing your total telecom costs, broken down according to type (subscriptions, calls, discounts, etc.).

### overview of your calls

The costs of your calls are grouped according to type (national, international, mobile, etc.).

### information and rate plans

This section contains information on your rate plan(s) and any discounts. Here you will also find an overview of the combined discounts and important information on our products and services.

### overview of services provided

This overview contains a list, per telephone number, of the services provided and their cost. You are free to decide how given telephone numbers are to be grouped in order to have them appear on the same bill.

### split billing

This section contains an overview of products and services for third parties (for example, teleworkers) for whom you pay a portion of the costs.

### detailed call information upon request

Details (hard copy) concerning all types of telephone traffic (national, international, mobile, etc.).

This service is provided free of charge, and the data can also be viewed free of charge at [www.belgacom.be/nwsbilling](http://www.belgacom.be/nwsbilling)

# other features

## electronic billing

● Belgacom bills are of course compatible with electronic billing (ELISE). For more information:

[www.belgacom.be/nwsbilling](http://www.belgacom.be/nwsbilling)

- One application is available on our Internet site : [www.belgacom.be/nwsbilling](http://www.belgacom.be/nwsbilling)

**Bill Viewer** allows you to consult your Belgacom bills as well as the details of all your calls. All other transactions (payments, credit notes, etc.) between you and Belgacom are also available.

## upon request: first page only

If you would like to keep your bill's number of pages to a minimum, we would be happy to send you simply the first page and the overview of calls per type. Just let us know. The first page is the actual bill, which has legal value. It contains the total of your telecom costs, broken down according to type.

Detailed call information is of course always available via Bill Viewer.

## paying your bill

In order to simplify the payment of your bills, we offer you the following possibilities :

- direct debit on a single number for all your bills ;
- upon request, a bank transfer form will be attached to all your bills.

# the structure of your bill

Two major concepts are involved in processing your bill :

- **Your customer number.**

This unique number identifies you in the Belgacom customer database.

- **The billing agreement ("agreement number" on your bill).**

This agreement number is located at the top of your bill, underneath your customer number (see enclosed examples). One bill corresponds to one billing agreement. The agreement number is unique and appears on every bill.

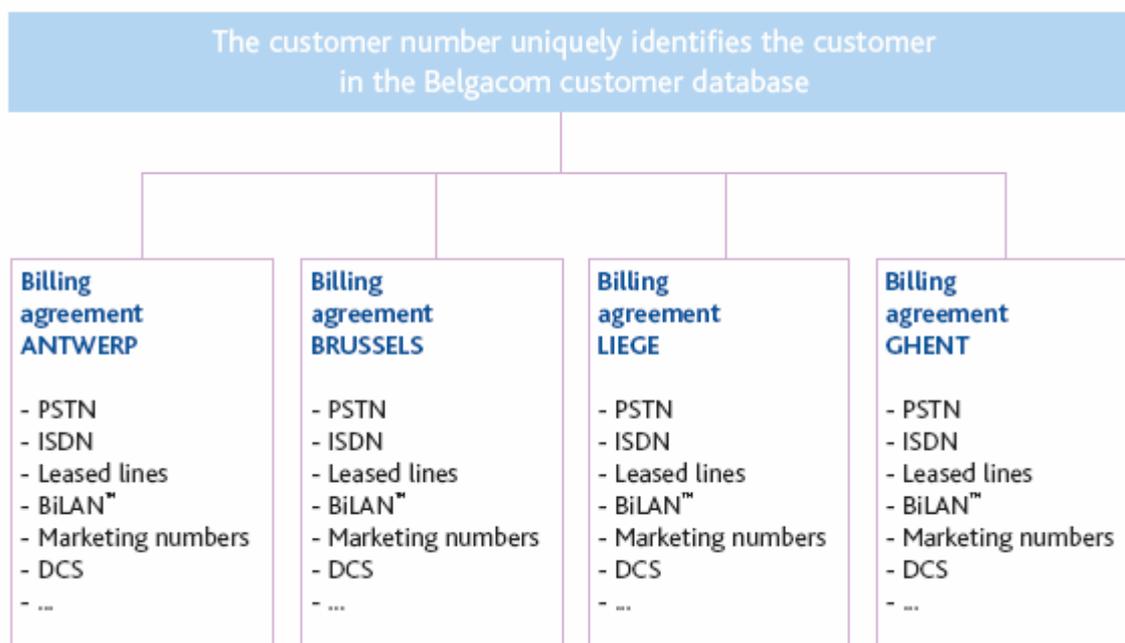
Under a single agreement, you can combine several analog, digital, paging, leased lines, marketing numbers, etc.

*For example: you are currently receiving 10 bills with a line number on each one. You can request to have these 10 lines appear on one single bill. On this single bill, you will find the costs pertaining to each telephone number as well as the installation address of the line.*

You can opt for billing by product or group of products, billing by region (or subsidiary) or even combine these two possibilities. By consolidating your various lines and setting up an account structure, you can organize your Belgacom bills according to your needs.

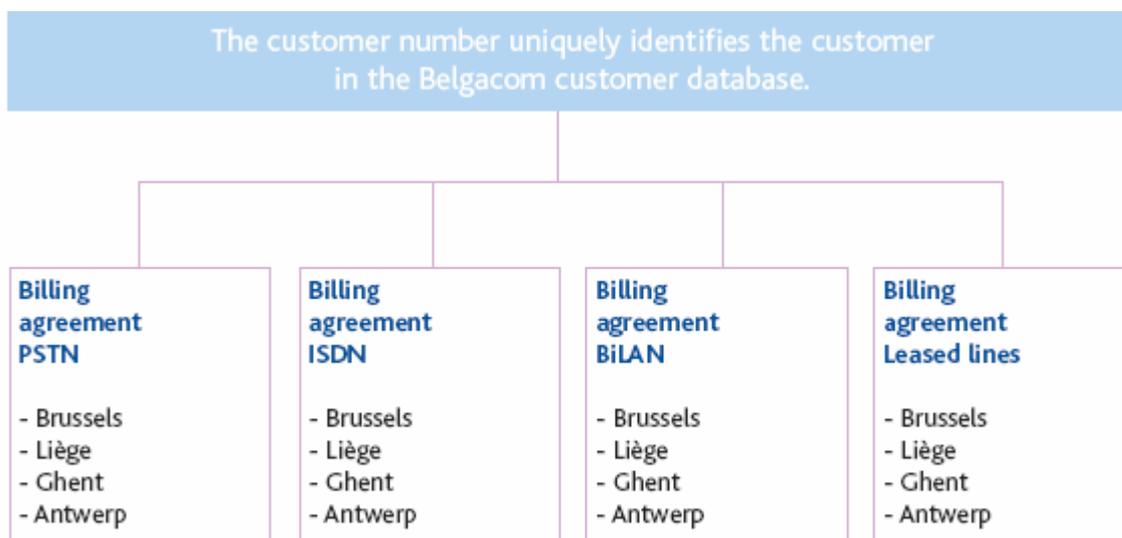
## Example 1:

**You want to consolidate your bills by site.**



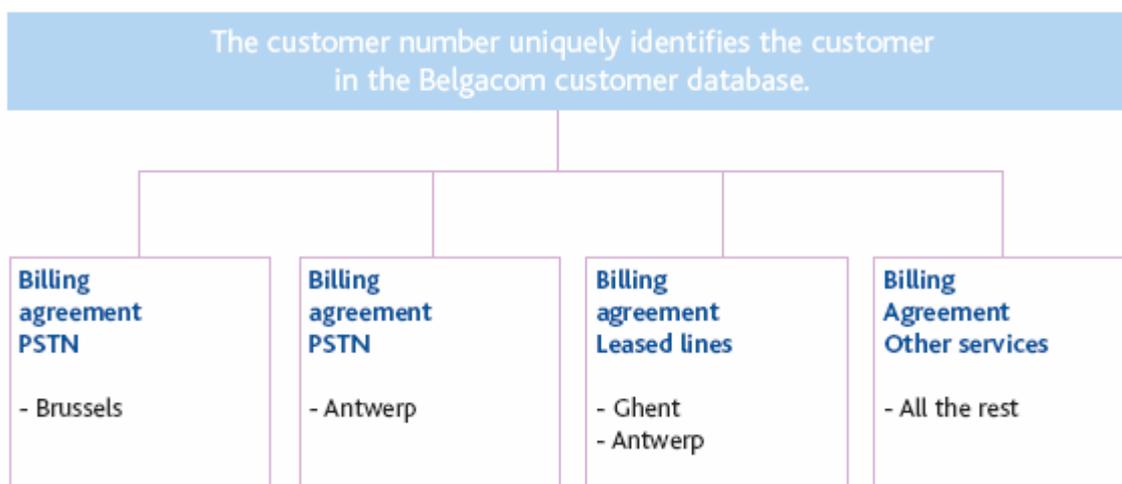
## Example 2 :

You wish to receive your bills by product.



## Example 3 :

You can combine the two possibilities mentioned above:



Whenever an order is sent, it is essential that you indicate your customer number as well as the agreement on which you wish to have the new ordered line appear.

If you wish to receive a bill that does not list the new line ordered, you must explicitly mention that a new billing agreement has to be created in your account structure.

# your bill

www.belgacom.be
belgacom

**De plus amples informations?**  
 cbu.billing@belgacom.be  
 Tel: 00800/25303550  
 Fax: 00900/24603660  
 I.V.A. CBENT  
 11.1.11.111

**Date:** 06 août 2004  
**N° de client:** [XXXX] - [XXXX144027] - [114]  
 Belgacom ELD "B. M. Heesballe, 0078-3000 Namur  
**Convention:** 1  
**Adresse:** S.A. Entreprise  
 Rue de la Gare 34  
 4000 Liège

**Votre facture 5401603300**

**Communications**

|                             |                       |                |
|-----------------------------|-----------------------|----------------|
| juillet 2004                | Nationales            | 12,9437        |
|                             | Vers services mobiles | 11,6375        |
|                             | Internationales       | 5,7324         |
|                             | Vers Internet         | 0,9770         |
| <b>Total communications</b> |                       | <b>31,2906</b> |

**Abonnements**

|                          |                                |                 |
|--------------------------|--------------------------------|-----------------|
| août 2004                | Produits et services           | 407,5436        |
|                          | Plans tarifaires et réductions | 14,7496         |
| <b>Total abonnements</b> |                                | <b>422,2932</b> |

**Réductions**

|                         |                |                 |
|-------------------------|----------------|-----------------|
| juillet 2004            | Communications | -1,9407         |
| août 2004               | Abonnements    | -22,5893        |
| <b>Total réductions</b> |                | <b>-24,5300</b> |

**Facturation partagée**

|                                   |             |                 |
|-----------------------------------|-------------|-----------------|
| août 2004                         | Abonnements | 141,4191        |
| <b>Total facturation partagée</b> |             | <b>141,4191</b> |

|                             |                   |
|-----------------------------|-------------------|
| Total facture (hors T.V.A.) | 570,47            |
| 21,00 % sur 570,47          | 119,80            |
| <b>Total à payer</b>        | <b>690,27 EUR</b> |

Ce montant sera présenté à votre institution financière pour règlement le 16 août 2004 sur notre compte 000-1710030-17.

Par le paiement de la présente facture, le client reconnaît avoir pris connaissance et accepter les conditions générales et particulières relatives aux produits et services mentionnés sur la facture. Exemption de certification C27 au T02/07. Détails des conditions générales de téléphonie et de location de postes téléphoniques simples au verso.

Belgacom S.A. de droit public: Bd du Roi Albert I, 27 B-1030 Bruxelles T.V.A. BE 202.239.951 //01/06/1/3 RCB 507.303

## Additional information?

- 1 This information is important whenever you contact Belgacom.
- 2 When the customer address is the same as the invoice address, only the invoice address is mentioned.

# overview of your calls

| www.belgacom.be   |                                  | belgacom               |                |                   |
|---|----------------------------------|------------------------|----------------|-------------------|
| <b>Annexe à la facture 5401603300</b>   |                                  |                        |                |                   |
| <b>Date</b><br>06 août 2004   | <b>N° de client</b><br>999999999 | <b>Convention</b><br>1 |                |                   |
| <b>Relevé des communications</b>  |                                  |                        |                |                   |
| Consultez le Bill Viewer sur <a href="http://www.belgacom.be/billviewer">www.belgacom.be/billviewer</a> pour obtenir les détails par appel. |                                  |                        |                |                   |
| <b>juillet 2004</b>   | <b>nombre</b>                    | <b>durée</b>           | <b>montant</b> | <b>réductions</b> |
| <b>Nationales</b>   |                                  |                        |                |                   |
| Nationales - zonales  | 15                               | 4h12:44                | 6,5930         | -0,9885           |
| Nationales - interzonales   | 14                               | 4h03:13                | 6,3507         | -0,9522           |
|   |                                  |                        | <b>12,9437</b> | <b>-1,9407</b>    |
| <b>Vers services mobiles</b>  |                                  |                        |                |                   |
| Vers Proximus   | 2                                | 0h20:08                | 3,7260         |                   |
| Vers BASE   | 2                                | 0h20:10                | 4,2068         |                   |
| Vers Mobistar   | 2                                | 0h20:12                | 3,7047         |                   |
|   |                                  |                        | <b>11,6375</b> |                   |
| <b>Internationales</b>  |                                  |                        |                |                   |
| PAYS-BAS  | 3                                | 0h30:00                | 2,5290         |                   |
| ITALIE  | 2                                | 0h20:00                | 3,2034         |                   |
|   |                                  |                        | <b>5,7324</b>  |                   |
| <b>Vers Internet</b>  |                                  |                        |                |                   |
| Internet vers Telenet   | 2                                | 0h20:24                | 0,9770         |                   |
|   |                                  |                        | <b>0,9770</b>  |                   |
|   | <b>Total</b>                     |                        | <b>31,2906</b> | <b>-1,9407</b>    |
| <small>Belgacom S.A. de droit public Bd du Roi Albert II, 27 B-1030 Bruxelles T.V.A. BE 202.239.951 //03/06/1/3 RC8 587.163</small>         |                                  |                        |                |                   |

This section gives an overview of all calls appearing on this bill, grouped according to type (national, international, mobile, etc.).

Further details per call can be found on the Internet, using Bill Viewer :

[www.belgacom.be/nwsbilling](http://www.belgacom.be/nwsbilling)

# information and tariff plans

| www.belgacom.be  |                                  | belgacom               |                       |                |
|--|----------------------------------|------------------------|-----------------------|----------------|
| <b>Détail de la facture 5401603300</b>   |                                  |                        |                       |                |
| <b>Date</b><br>06 août 2004  | <b>N° de client</b><br>999999999 | <b>Convention</b><br>1 | <b>Page</b><br>1 de 5 |                |
| <b>Informations et plans tarifaires</b>  |                                  |                        |                       |                |
| <b>Nouvelles conditions générales.</b><br><i>Des nouvelles conditions générales du service de téléphonie sont d'application à partir du 01/11/2003. Vous pouvez les obtenir en téléphonant au numéro gratuit 0800-33 200.</i>  |                                  |                        |                       |                |
| <b>Informations supplémentaires</b>  |                                  |                        |                       |                |
| <b>Explication de vos plans tarifaires et réductions</b>   |                                  |                        |                       |                |
| <b>Réduction - Value Pack Plus - national</b><br>Grâce à votre programme de réduction Value Pack Plus National, vous bénéficiez de tarifs avantageux pour vos appels nationaux. Ces tarifs sont appliqués aux appels effectués après la date d'activation de votre programme de réduction Value Pack Plus National. Octroyé à la présente convention de facturation. |                                  |                        |                       |                |
| <b>Détails de vos discounts</b>  |                                  |                        |                       |                |
|  | <b>date/période</b>              | <b>nombre</b>          | <b>durée</b>          | <b>montant</b> |
| <b>Abonnements</b>   |                                  |                        |                       |                |
| <b>Plans tarifaires et réductions</b>  |                                  |                        |                       |                |
| Crédit d'appel Value Pack Plus National  |                                  |                        |                       |                |
|  | 01/08/04-31/08/04                | 1                      |                       | 14,7496        |
|  | <b>Total abonnements</b>         |                        |                       | <b>14,7496</b> |
| <b>Réductions</b>  |                                  |                        |                       |                |
| <b>Communications</b>  |                                  |                        |                       |                |
| <b>Value Pack</b>  |                                  |                        |                       |                |
| Réduction - Value Pack Plus - national   |                                  |                        |                       |                |
|  | 01/07/04-30/07/04                | 15                     |                       | -0,9885        |
|  | 01/07/04-31/07/04                | 14                     |                       | -0,9522        |
|  | <b>Total Value Pack</b>          |                        |                       | <b>-1,9407</b> |
|  | <b>Total</b>                     |                        |                       | <b>12,8089</b> |
| <small>Belgacom S.A. de droit public Bd du Roi Albert II, 27 B-1030 Bruxelles T.V.A. BE 202.239.951 //03/06/1/3 RCB 587.163</small>  |                                  |                        |                       |                |

This section contains important information on our products and services, as well as an explanation of your tariff plan and any applicable discounts. This section also provides detailed information concerning your discounts on subscriptions, calls or as a result of temporary offers.

# overview of the provided services

## charges per installation

www.belgacom.be belgacom

**Détail de la facture 5401603300**

Date: 05 août 2004      N° de client: 999999999      Convention: 1      Page: 2 de 5

**Détail des services fournis**

**Ligne téléphonique (02)555 00 00 - rue de la Poste, 30 - B-1000 Bruxelles**

| Communications              | date/période      | nombre | durée   | montant        |
|-----------------------------|-------------------|--------|---------|----------------|
| Nationales                  |                   |        |         |                |
| Nationales - zonales        | 01/07/04-31/07/04 | 8      | 3h12:32 | 4,8185         |
| <b>Total communications</b> |                   |        |         | <b>4,8185</b>  |
| <b>Abonnements</b>          |                   |        |         |                |
| Produits et services        |                   |        |         |                |
| Ligne téléphonique          | 01/08/04-31/08/04 | 1      |         | 13,6364        |
| <b>Total abonnements</b>    |                   |        |         | <b>13,6364</b> |
| <b>Total</b>                |                   |        |         | <b>18,4549</b> |

**Ligne téléphonique (02)555 00 01 - rue de la Poste, 30 - B-1000 Bruxelles**

| Communications              | date/période      | nombre | durée   | montant        |
|-----------------------------|-------------------|--------|---------|----------------|
| Nationales                  |                   |        |         |                |
| Nationales - zonales        | 01/07/04-31/07/04 | 4      | 0h30:10 | 0,8044         |
| Internationales             |                   |        |         |                |
| Tous les pays               | 01/07/04-31/07/04 | 2      | 0h20:00 | 1,6860         |
| <b>Total communications</b> |                   |        |         | <b>2,4904</b>  |
| <b>Abonnements</b>          |                   |        |         |                |
| Produits et services        |                   |        |         |                |
| Ligne téléphonique          | 01/08/04-31/08/04 | 1      |         | 13,6364        |
| <b>Total abonnements</b>    |                   |        |         | <b>13,6364</b> |
| <b>Total</b>                |                   |        |         | <b>16,1268</b> |

**Ligne téléphonique (02)555 00 02 - rue de la Poste, 30 - B-1000 Bruxelles**

| Communications              | date/période      | nombre | durée   | montant        |
|-----------------------------|-------------------|--------|---------|----------------|
| Nationales                  |                   |        |         |                |
| Nationales - interzonales   | 01/07/04-31/07/04 | 6      | 1h51:32 | 2,6036         |
| <b>Total communications</b> |                   |        |         | <b>2,6036</b>  |
| <b>Abonnements</b>          |                   |        |         |                |
| Produits et services        |                   |        |         |                |
| Ligne téléphonique          | 01/08/04-31/08/04 | 1      |         | 13,6364        |
| <b>Total abonnements</b>    |                   |        |         | <b>13,6364</b> |
| <b>Total</b>                |                   |        |         | <b>16,2400</b> |

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Annotations:

- Each line type has a telephone number and an installation address linked to it
- The costs inherent to this phone number are grouped by type
- Subtotal by section
- Subtotal by phone number
- All the costs referring to that telephone number
- Period for which the amount was charged **1**

## Additional information?

- 1** If it involves a purchase, the date of purchase is indicated.  
For calls, the first and last date on which a specific call type was made are also indicated.

# split billing

www.belgacom.be **belgacom**

Détail de la facture 5401603300

Date: 06/08/2004 N° de client: 59999999 Convention: 1 Page: 5 de 5

**Facturation partagée**

|  | date/période      | nombre | durée | montant         |
|--|-------------------|--------|-------|-----------------|
| <b>Full ADSL &amp; PSTN/ISDN 100p</b>  |                   |        |       |                 |
| <b>(081)80 40 32 - Dupont André - Rue de l'Eglise, 12 - B-5000 Namur</b>         |                   |        |       |                 |
| <b>Abonnements</b>   |                   |        |       |                 |
| Ligne téléphonique   | 01/08/04-31/08/04 | 1      |       | 13,6364         |
| Belgacom ADSL Skynet Go  | 01/08/04-31/08/04 | 1      |       | 33,5033         |
| <b>Total abonnements</b>   |                   |        |       | <b>47,1397</b>  |
| <b>(081)42 54 89 - Verschueren Pierre - Rue de la Gare, 45 - B-5001 Belgrade</b> |                   |        |       |                 |
| <b>Abonnements</b>   |                   |        |       |                 |
| Ligne téléphonique   | 01/08/04-31/08/04 | 1      |       | 13,6364         |
| Belgacom ADSL Skynet Go  | 01/08/04-31/08/04 | 1      |       | 33,5033         |
| <b>Total abonnements</b>   |                   |        |       | <b>47,1397</b>  |
| <b>(081)70 01 03 - Lejeune Michel - Rue Haute, 123 - B-5020 Flawinne</b>         |                   |        |       |                 |
| <b>Abonnements</b>   |                   |        |       |                 |
| Ligne téléphonique   | 01/08/04-31/08/04 | 1      |       | 13,6364         |
| Belgacom ADSL Skynet Go  | 01/08/04-31/08/04 | 1      |       | 33,5033         |
| <b>Total abonnements</b>   |                   |        |       | <b>47,1397</b>  |
| <b>Total Full ADSL &amp; PSTN/ISDN 100p</b>                                      |                   |        |       | <b>141,4191</b> |

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Tariff plan name

Billing details for third parties whose products and services you pay a portion of

This section contains an overview of products and services for third parties for whom you pay a portion of the costs.

**For example:**

as part of a teleworking project, you pay the ADSL subscriptions of certain employees.