

MOBILE SUBSCRIPTIONS – MOBILE 10

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

in Belgium and EU	Mobile 10
Call minutes	90
Text messages	Unlimited
Data	250 MB

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.

Available also in "FullControl" version: barring of usage included in the subscription; nationally/EU, additional data only with credit top-up.

Speeds of the Internet service and remedies

Mobile Internet Access *	Maximum estimated speed **	
	Download	Upload
2G	200 Kbps	100 Kbps
3G	21 Mbps	2 Mbps
4G/4G+	220 Mbps	60 Mbps

* Subject to compatible terminal

** 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.

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.

(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)

Price

- Monthly fee (VAT incl.): €10
- Consumption-related charges or out-of-bundle charges (National / EU): [Rates mobile subscription](#)
- Roaming tariffs outside EU and international tariffs: [International & roaming](#)
- Compatible options: [Mobile options](#)

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.

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