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Customer care: 0800 55 800

01/09/2021

Pack Flex / TEL + INT + TV (with or without MOB)

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 and equipment

Pack with Fixed Voice, Fixed Internet Access and TV services, with or without Mobile Voice Telephony/Mobile Internet Access.

Fixed Voice: Unlimited calls national:

- Unlimited calls from the landline to national landlines (voice access line) 24h/7.
- 1.000 call minutes for landline calls (voice access line) to all mobile numbers in Belgium during peak and off-peak hours; after these 1,000 call minutes the customer calls at preferential rates. NB: these conditions do not apply to special numbers (070, 077, 09xx, 1xxx etc.).

Fixed Internet Access:

- Unlimited download volume
- My e-Press: Unlimited access to Le Soir+ or Het Laatste Nieuws Digitaal
- 10 GB storage space in your personal Proximus Cloud
- Smart Wi-Fi: always a stable and fast connection
- Wi-Fi Booster: increase your Wi-Fi range or connect your TV wirelessly (subject to confirmation after the technician's visit or on request)
- Family life Premium app: simplify your daily life
- Internet modem included

TV services:

- More than [80 TV channels](#)
- Access to the Proximus Pickx app on all your devices
- 5 GB of extra data for using the Pickx app (only when mobile in pack)
- TV Replay (Go back up to 36 hours in your TV guide)
- TV decoder included

⁽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)

Mobile services (if mobile service is chosen as an option by the customer): 1 to 6 mobile numbers per pack (configuration of choice)

	Mobile Flex (**)	Unlimited S	Unlimited	Unlimited Premium
Call minutes (Belgium + EU)	Unlimited	Unlimited	Unlimited	Unlimited
Text messages (Belgium + EU)	Unlimited	Unlimited	Unlimited	Unlimited
Data (Belgium + EU)	5 GB	20 GB	40GB	Unlimited in Belgium 50 GB in the UE

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 (except for Unlimited Premium: additional charges in the EU)

	Mobile Flex	Unlimited S	Unlimited
Reduced speed	128 kbps	512 kbps	512 kbps

(**) Mobile Flex and Unlimited S also have a “Full Control” version (blocking of calls/SMSs not included in the subscription; national/EU)

Speeds of the internet service and remedies

Fixed Internet Access	Speed	
	Download	Upload
min	(1)	(1)
Normally available	(1)	(1)
max	(1)	(1)

(1) Your Fixed Internet Speed depends on your address, see [Speed test internet connection | Proximus](#) and select Internet Maxi

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

Access to the 5G network is only available with the Unlimited (up to 200 Mbps) and Unlimited Premium subscriptions.

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

Subscription (in € per month, VAT included) :

- Pack including fixed voice, fixed internet and TV without mobile subscription: €70.99 (Fiber: €75.99)

(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)

- Pack including fixed voice, fixed internet and TV with mobile subscription (maximum 6 mobile numbers per pack)
 - Monthly fee of the pack with a 1st mobile subscription included (depending on the type of mobile subscription chosen):

INT + TV + TEL+ Mobile Flex	INT + TV + TEL+ Unlimited S	INT + TV + TEL+ Unlimited	INT + TV + TEL + Unlimited Premium
85,99	96,99	103,99	120,99
90,99 (*)	101,99 (*)	108,99 (*)	125,99 (*)

(*) price applies when Fiber is available at your address

- Extra price per month, per additional mobile subscription of choice, added to the pack:
 - Mobile Flex : € 9
 - Unlimited S : € 20
 - Unlimited : € 27
 - Unlimited Premium : € 44

No installation cost

Fair usage policy for roaming within the EU: Unlimited Premium in the EU: Above 50 GB per month, you continue to surf at the price of €0.0036/MB.

Tariffs for consumption not included in the mobile subscription

Roaming tariffs outside EU and international tariffs : [roaming tariffs and international](#)

Tariffs related to fixed consumption not included in the subscription (international tariffs)

Compatible options:

- [TV options](#)
- [Internet options](#)
- [Mobile options](#)
- [Free Calls International \(€2,5/month VAT incl.\)](#)
- [Options fixed voice](#)

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)
 - DataPhone: additional mobile data volume (Belgium and EU)

DataPhone 500 MB at € 5/month

DataPhone 1 GB at € 10/ month

DataPhone 1,5 GB at € 15/ month

(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)

DataPhone 2 GB at € 20/ month

DataPhone 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.

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)