

Pack Flex (Fiber) / 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 national calls:

- 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 and premium numbers (070, 077, 09xx, 1xxx etc.).

Fixed Internet Access:

- Unlimited download volume.
- Internet experience:
 - **Copper**: superior experience included.
 - **Fiber**: Giga Fiber experience included (Ultra Fiber experience optional).
- Internet Box included with Wi-Fi 6 technology, for more stable and faster Internet
- Wi-Fi Booster: increase your Wi-Fi range or connect your TV wirelessly. **Copper**: max. 1 Wi-Fi Booster/ **Fiber**: max. 2 Wi-Fi Boosters. Always on request or at the initiative of the technician.
- Emergency Internet: your plan B in case of an interruption of your internet (to be activated via the MyProximus app and only when mobile in pack).
- Manage your Wi-Fi with the MyProximus app.
- 10 GB storage space in your personal Proximus Cloud.
- My e-Press: Unlimited access to Le Soir or Het Laatste Nieuws Digitaal.
- Family life Premium app to simplify your daily life.

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 Box 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):

In Belgium + EU:	Mobile Flex S ¹	Mobile Flex M ²	Mobile Flex Unlimited
Call minutes	Unlimited	Unlimited	Unlimited
SMS	Unlimited	Unlimited	Unlimited
Data ⁴	10 GB	75 GB	300 GB in Belgium + 62 GB in the EU ³

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.

^{1,2} Mobile Flex S and Mobile Flex M also have a “Full Control” version (blocking of consumption not included in the subscription; national/EU).

³ Mobile Flex Unlimited: beyond 62 GB in the EU, an additional fee per MB will be charged.

⁴ After using the data included in the mobile plan, no additional charges but the Internet speed is reduced (except for Mobile Flex Unlimited: additional charges in the EU).

	Mobile Flex S	Mobile Flex M	Mobile Flex Unlimited
Reduced speed	128 Kbps	512 Kbps	512 Kbps

Speeds of the internet service and remedies

Fixed Internet Access (copper)	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.

Fixed Internet Access (fiber)	Speed	
	Download	Upload
Min, normally available and maximum speed with Giga Fiber	2,5 Gbps*	500 Mbps
Min, normally available and maximum speed with Ultra Fiber (optional)	8,5 Gbps*	1 Gbps*

* In some specific cases, your building's wiring may only allow for maximum speeds of up to 1 Gbps/500 Mbps. For more information, please contact your property manager or owner.

(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 Internet Access *		Estimated maximum speed **				Optimal maximum speed ***
		2G	3G	4G	5G	
Download	Mobile Flex S	200 Kbps	21 Mbps	220 Mbps	200 Mbps	200 Mbps
	Mobile Flex M				420 Mbps	500 Mbps
	Mobile Flex Unlimited				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.

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

Subscription (in € per month, VAT included):

- Pack including Fixed Voice, Fixed Internet and TV without Mobile subscription: €81.99 (Giga Fiber*: €89.99).
- 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 S	INT + TV + TEL + Mobile Flex M	INT + TV + TEL + Mobile Flex Unlimited
Copper	€96.99	€107.99	€114.99
Giga Fiber*	€104.99	€115.99	€122.99

* Provided that fiber is available at your address.

- Extra price per month, per additional mobile subscription of choice, added to the pack:
 - Mobile Flex S: €10
 - Mobile Flex M: €21
 - Mobile Flex Unlimited: €28

No installation cost.

Fair usage policy for roaming within the EU: Mobile Flex Unlimited in the EU: Above 62 GB/month, you continue to surf at the price of €0,0021/MB.

Consumption-related charges or out-of-bundle charges (National / EU): €0,50/MMS.

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

(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)

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

Compatible options:

- [TV options](#)
- [Internet options](#)
 - Ultra Fiber: + €27/month VAT included.
- [Mobile options](#)
- [Free Calls International \(€3.5/month VAT included\)](#)
- [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
 - DataPhone 2 GB at €20/month
 - DataPhone 2,5 GB at €25/month
 - DataPhone 3,5 GB at €35/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

⁽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)

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)