

MOBILE SUBSCRIPTIONS – BUSINESS MOBILE

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

	Business Mobile Essential	Business Mobile Smart	Business Mobile Comfort	Business Mobile Maxi	Business Mobile International
Call minutes (Belgium and EU)	120 Unlimited calls to fixed lines and between colleagues ³	Unlimited	Unlimited	Unlimited	Unlimited
Text messages (Belgium and EU)	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
Data (Belgium and EU)	5 GB	60 GB	150 GB	250GB ¹	300GB in Belgium in the EU ²
Roaming outside EU and international				100 min + 100 SMS to EU Zone	1 GB + 600 min + 600 SMS to EU and in/to Switzerland, USA and Canada

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.

¹ Business Mobile Maxi : 250 GB/ month at maximum speed in 4G and 5G in Belgium and in the EU. Beyond that, surfing at reduced speed (maximum 512 Kbps) without extra cost.

² Business Mobile International : 300 GB/ month at maximum speed in 4G and 5G in Belgium and in the EU. Beyond that, surfing at reduced speed (maximum 512 Kbps) without extra cost.

³ Unlimited calls to other Business Mobile plans on the same customer account.

Speeds of the Internet 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)

Mobile internet access *		estimated maximum speed **		optimal maximum speed ***	
		2G	4G	5G	
Download	Business Mobile Essential	200 Kbps	220 Mbps	N/A	
	Business Mobile Smart			250 Mbps	250 Mbps
	Business Mobile Comfort			250 Mbps	250 Mbps
	Business Mobile Maxi			420 Mbps	1 Gbps
	Business Mobile International			420 Mbps	1 Gbps
Upload		100 Kbps	60 Mbps	88 Mbps	150 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

- **Monthly fee (VAT excl.):**

	Business Mobile Essential	Business Mobile Smart	Business Mobile Comfort	Business Mobile Maxi	Business Mobile International
One mobile	€ 14	€ 23	€ 33	€ 40	€ 55
As from 2 mobile ⁵	€ 14	€ 22	€ 32	€ 39	€ 54

⁵ Multi-mobile advantage of -1€/month (as from Business Mobile Smart) with several Business Mobile subscriptions on the same customer account.

- **Consumption-related charges or out-of-bundle charges (National / EU):** [Rates mobile subscription](#)
- **Roaming tariffs outside EU and international tariffs:** [International & roaming](#)
- **Fair Use Policy while roaming within EU:** Business Mobile International in the EU: once you've reached your 300 GB monthly limit, you can keep surfing at reduced speed (512Kbps).
- **Compatible options:** [Mobile options](#)

Optional joint offer (prices in €, excl. VAT), additionally to the mobile subscription, also including the following:

(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)

- **An equipment** : smartphone of your choice out of the different models that are available in a joint offer (see [The best smartphones for your business | 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)
 - Data Phone : additional mobile data volume (Belgium and EU)

Data phone 500 MB at € 4.13/month

Data phone 1GB at € 8.26/ month

Data phone 1,5GB at € 12.4/ month

Data phone 2GB at € 16.53/ month

Data phone 2,5 GB at € 20.66/ month

Data phone 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

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.

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.

By submitting his order, the customer accepts the general and specific terms and conditions as well as the other pre-contractual information available at www.proximus.be/legalmentions

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