

PAY&GO+ CARD

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 Service

The Pay&Go+ prepaid offer includes a € 10 call credit and is valid in Belgium and while roaming in the European Union after using any bonuses.

First card	€ 10
Minutes	10 min
Texts	500 texts
Data/MB	100 MB
Data Bonus	3 GB after first call

Bonuses are awarded upon card activation and for each top-up of more than € 10. The bonus content varies according to the top-up amount and the top-up method used. They are valid for 31 days from card or top-up activation date.

Top-up amount	€ 10	€ 15	€ 25
Call credit	€ 10	€ 15	€ 25
+ Bonus Minutes	10 min	20 min	50 min
+ Bonus Text	500 texts	unlimited	unlimited
+ Bonus Data	100 MB	250 MB	500 MB
<i>or when topping up online</i>	<i>500 MB</i>	<i>3 GB</i>	<i>5 GB</i>

Customers can top up their card (online or in store) or subscribe to additional data options.

The data, bonuses and options on the card are deducted after optimization by Proximus according to the validity period of each element.

Speeds of the Internet service and remedies

Mobile Internet Access	Maximum estimated Speed*	
	Download	Upload
2G	180 Kbps	50 Kbps
3G	21 Mbps	2 Mbps
4G/4G+	152 Mbps	52 Mbps

*subject to compatible terminal and tariff plan; 5G speed estimation based on more limited data due to 5G current deployment

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

Price of the first card (in €, incl. VAT): € 10 (or € 5 in exclusive webdeal according to applicable conditions)

Available top-ups (in €, incl. VAT): € 5, € 10, € 15 or € 25

Usage-based rates (after using any bonuses or options) in €, incl. VAT:

- **Usage in Belgium and the European Union;**
 - Calls: € 0.30/minute
 - Texts: € 0.12/text
 - MMS: € 0.50/MMS
 - Data: € 0.50/MB
- **Roaming rates outside the EU and international:** [Roaming and international rates](#)

Compatible options (in €, incl. VAT):

- **Usage in Belgium and the European Union:** 3 GB additional data for € 12 and 500 MB for € 6
- **Roaming usage outside the EU:** Daily Travel Passport, 80 MB + 20 min of outgoing calls + 20 min of incoming calls + 20 texts for € 5 per day of use

Duration, renewal and termination

- **Card activation period:** the card can be activated until the expiry date indicated on the packaging
- **Card activated without top-up:** the credit balance on the card remains valid for 12 months as from the activation date
- **Card activated with top-up(s):**
 - € 5 top-up (incl. VAT) made online or any top-up of more than € 10: the credit validity period is reset for 12 months from top-up activation date
 - € 5 top-up (incl. VAT) made in store: the credit validity period is reset for 1 month from top-up activation date
- **Bonuses and data options for use in Belgium and the EU:** valid for 31 days from their activation date.
- Customers are free to stop using their card at any time and free of charge. Termination of use does not give rise to a refund of the call credit activated on the card except in the cases indicated in the General or Specific Terms and Conditions.

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.