

Free Calls National Service Description

1. Information to be provided when subscribing

Up to two of the telephone numbers held by the Customer must be indicated in the application as the number to which the Free Calls National rate plan is to apply.

2. Availability

2.1. The Free Calls National rate plan is available on single analogue (PSTN–Public Switched Telephone Network) lines and on ISDN-2 Standard, Twin, DuoLine, Phone Line digital lines. It is not however available on ISDN-30, ISDN Direct Inward Dialling and ISDN Cascade lines. Customers holding multiple telephone numbers on ISDN- 2 Standard, Twin or DuoLine digital lines are responsible for managing their numbering plans. It is up to them to verify that the number they choose makes maximum benefit of the Free Calls National according to their numbering plan.

2.2. The Customer can subscribe twice to the Free Calls National rate plan, whether for the same or different telephone numbers or for the same or different installation addresses.

2.3. The Free Calls National rate plan can only be applied twice to an installation at a single address, if the lines for that installation are held by the same person.

3. Compatibility - Exclusions

3.1. Free Calls National cannot be combined with the Proximus Discovery Line rate plan.

3.2. Free Calls National cannot be combined on one telephone number, nor on multiple telephone numbers with a Proximus rate plan granting preferential rates for national calls to fixed lines, unless expressly specified otherwise in the Service Description for that rate plan. An exception is made for the Customer who has both a PSTN line(s) and an I-Talk line(s): this Customer may subscribe once to Free Calls National on his PSTN line(s) and once to Happy Time XL on his I-Talk line(s).

3.3. Free Calls National cannot be combined with any rate plan concluded at group level.

4. Key benefits

4.1. The Free Calls National rate plan provides the following benefits: free calls to fixed lines and mobile numbers in Belgium during off hours and during weekends and holidays, provided those calls are made from the number appearing on the billing agreement indicated by the Customer when subscribing. The plan does not apply to 64k data calls over ISDN lines, nor to special numbers (07xx, 09xx, 1xxx) nor internet dial-up numbers. The Free Calls National rate plan is intended for normal use of the telephone service. Free calls to national mobile numbers are limited to 1000 minutes per month; beyond that limit, calls will be charged at the Classic rate. Moreover, Proximus reserves the right to limit the provision of the service or suspend or terminate the contract in case of abnormal use of the telephony service such as using one's phone as a baby monitoring phone, using the service for call centre purposes or making the service available to third parties. Notwithstanding Article 4 of the General Terms and Conditions for Proximus Rate Plans, the benefits described above also apply

to calls made to the PhoneMail service special non-geographic number and to calls received from PhoneMail.

4.2. All types of calls not covered by the benefits set out in Article 4.1 are billed to the Customer at the normal rates in effect.

5. Extent to which the benefits apply

The benefits set out in Article 4 apply solely to calls made from the telephone number indicated by the Customer on the application form. They do not apply to any other number(s) held by the Customer.

6. Billing

6.1. Phone calls included in the benefits of article 4.1 are billed at a fixed amount per call or are free of charge in function of the time of the day in which the calls have been made in line with the Proximus pricelist. Calls to national mobile numbers beyond the 1,000 free minutes per month will be billed at the Classic rate.

6.2. This amount is charged to the billing agreement for the telephone number indicated by the Customer on the application form.

6.3. Notwithstanding Article 5 of the General Terms and Conditions for Proximus Rate Plans, no monthly fee or minimum billable amount will be charged to the customer for his subscription to Free Calls National.

7. Termination by the Customer

If the Customer's notice of termination is submitted at least seven working days before the end of month, termination will take effect at the end of that same month. If the Customer's notice of termination is submitted less than seven working days before the end of the month, termination will take effect at the end of the following month.

8. General provisions

In addition to the Customer's subscription request, the following documents form an integral part of this contract, ranked from the most general to the most specific:

- 1 the General and Specific Terms and Conditions for the Telephony Service;
- 2 the General Terms and Conditions for Proximus Rate Plans;
- 3 this Service Description for the Free Calls National rate plan;
- 4 the Proximus List of Rates and Prices.

In the event of any discrepancy between one or more of these documents, the following rule applies: the most specific document that is applicable to the Free Calls National rate plan takes precedence over any other document of a more general nature.

The Customer's subscription request must conform to the other documents cited above.

These documents can be obtained free of charge by calling 0800 55 900 (residential customers) or 0800 55 200 (professional customers) toll-free.