

MOBILE SUBSCRIPTIONS – MOBILE CONNECT and DATA CONNECT

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

Mobile voice telephony, Mobile internet access

Mobile Connect

The Service includes access to mobile internet and intranet, mobile voice telephony and text messaging.

Mobile Connect	Mobile Connect Start	Mobile Connect Essential	Mobile Connect Plus	Mobile Connect Pro	Mobile Connect Max+	Mobile Connect International
In Belgium and during roaming in EU ¹						
Minutes to mobiles	0 min	100 min	200 min	Unlimited	Unlimited	Unlimited
Minutes to fix lines	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
Minutes to colleagues ²	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
SMS to mobiles	0 sms	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
SMS to colleagues ²	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
Mobile data (in GB)	0 GB	3 GB ³	12 GB ³	35 GB ³	180 GB ³	Unlimited ⁴
From Belgium to abroad						
Minutes	0 min	0 min	0 min	0 min	0 min	600 min EU and TOP ⁵
SMS	0 sms	0 sms	0 sms	0 sms	0 sms	600 SMS EU and TOP ⁵
Default Options						
5G Compatibility	No	No	No	Yes	Yes	Yes
Conference Call	Yes	Yes	Yes	Yes	Yes	Yes
Proximus Public Wi-Fi	Option	Option	Option	Option	Included (Requires activation)	Included (Requires activation)
Mobile Threat Defense	No	Option	Option	Option	Option	Included (Requires activation)

¹ In Belgium and during roaming in EU: except calls/SMS to special numbers and third-party services, except international calls/SMS from Belgium to abroad, except MMS.

EU = Countries of the European Union + Iceland, Liechtenstein, Norway, (the) United Kingdom, Gibraltar, Andorra, and Monaco.

(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)

² Calls and SMS to other Mobile Connect on the same customer account.

³ Beyond the data allowance included in the rate plan, surfing will be at reduced speed in Belgium (maximum 256 Kbps) and the out of bundle tariff will apply.

⁴ Mobile Connect International: 300 GB/month at maximum speed in Belgium and the EU. Beyond 300 GB, surfing will be at reduced speed in Belgium and EU (maximum 512 Kbps) without extra costs.

⁵ TOP = Albania, Algeria, Australia, Belarus, Bosnia and Herzegovina, Brazil, Canada, Cape Verde, China, Dominican Republic, Egypt, Faroe Islands, Guernsey (Bailiwick of), Hong Kong, India, Indonesia, Israel, Japan, Jersey Island, Korea Republic, Macau, Macedonia, Malaysia, Man (Isle of), Mexico, Moldova (the Republic of), Montenegro, Morocco, Myanmar, New Zealand, Puerto Rico, Russian Federation, Serbia, Singapore, South Africa, Sri-Lanka, Switzerland, Taiwan, Thailand, Turkey, Ukraine, United States of America, Virgin Islands US.

Data Connect

Mobile voice telephony, Mobile internet access:

The service includes access to mobile internet and mobile intranet, mobile voice telephony and text messaging.

Data Connect	Data Connect Start	Data Connect Plus	Data Connect Pro	Data Connect Max +	Data Connect Ultra
In Belgium and during roaming in EU ¹					
Minutes	0 min	0 min	0 min	0 min	0 min
SMS	0 sms	0 sms	0 sms	0 sms	0 sms
Mobile data (in GB)	1 GB ²	12 GB ²	35 GB ²	180 GB ²	Unlimited ³
Default Options					
5G Compatibility	No	No	Yes	Yes	Yes
Proximus Public Wi-Fi	Included (Requires activation)				
Mobile Threat Defense	Option	Option	Option	Option	Included (Requires activation)

¹ In Belgium and during roaming in EU: except calls/SMS to special numbers and third-party services, except international calls/SMS from Belgium to abroad, except MMS.

EU = Countries of the European Union + Iceland, Liechtenstein, Norway, (the) United Kingdom, Gibraltar, Andorra, and Monaco.

² Beyond the data allowance included in the rate plan, surfing will be at reduced speed in Belgium (maximum 256 Kbps) and the out of bundle tariff will apply.

³ Data Connect Ultra: 300 GB/month at maximum speed in Belgium and the EU. Beyond 300 GB, surfing will be at reduced speed in Belgium and EU (maximum 512 Kbps) without extra costs.

(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)

Speeds of the internet service

Mobile internet access *		estimated maximum speed **				optimal maximum speed ***
		2G	3G	4G	5G	
Download	Mobile Connect Start	200 Kbps	21 Mbps	200 Mbps	N/A	
	Mobile Connect Essential				N/A	
	Mobile Connect Plus				N/A	
	Mobile Connect Pro			220 Mbps	250 Mbps	250 Mbps
	Mobile Connect Max+				420 Mbps	1 Gbps
	Mobile Connect International				420 Mbps	1 Gbps
Upload		100 Kbps	2 Mbps	60 Mbps	88 Mbps	100 Mbps

Mobile internet access *		estimated maximum speed **				optimal maximum speed ***
		2G	3G	4G	5G	
Download	Data Connect Start	200 Kbps	21 Mbps	200 Mbps	N/A	
	Data Connect Plus				N/A	
	Data Connect Pro			220 Mbps	250 Mbps	250 Mbps
	Data Connect Max+				420 Mbps	1 Gbps
	Data Connect Ultra				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 rate 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 rate plan, the device performance and your location during the use of the 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)

Price

- Monthly fee (in €, VAT excl.):

Mobile Connect	Mobile Connect Start	Mobile Connect Essential	Mobile Connect Plus	Mobile Connect Pro	Mobile Connect Max+	Mobile Connect International
Catalogue price	€ 5	€ 12	€ 17	€ 27	€ 37	€ 47

Under reserve of any applicable discount

- Consumption-related or rates outside bundle (National/EU) (in €, VAT excl.):

Mobile Connect	Mobile Connect Start	Mobile Connect Essential	Mobile Connect Plus	Mobile Connect Pro	Mobile Connect Max+	Mobile Connect International
Tariff/Minute	€ 0,15	€ 0,15	€ 0,15	Na	Na	Na
Tariff/SMS	€ 0,15	Na	Na	Na	Na	Na
Tariff/MMS	€ 1,25	€ 1,25	€ 1,25	€ 1,25	€ 1,25	€ 1,25
Tariff/MB in Belgium and EU	€ 0,70	€ 0,10	€ 0,10	€ 0,10	€ 0,10	€ 0,00
Tariff/Minute to EU	€ 0,19	€ 0,19	€ 0,19	€ 0,19	€ 0,19	€ 0,19
Tariff/SMS to EU	€ 0,15	€ 0,15	€ 0,15	€ 0,15	€ 0,15	€ 0,15

- Roaming tariffs outside EU and international tariffs: www.proximus.be/roaming
- Other compatible options:

Mobile Connect	Mobile Connect Start	Mobile Connect Essential	Mobile Connect Plus	Mobile Connect Pro	Mobile Connect Max+	Mobile Connect International
In Belgium and during roaming in EU						
One-time additional mobile data subscription	Yes	Yes	Yes	Yes	Yes	Yes
Individual recurring mobile data allowances	Yes	No	No	No	No	No
Group recurring mobile data allowances	Yes	No	No	No	No	No
International options						
60 min to EU	No	No	No	No	Yes	No
Roaming options						
Travel Extension	No	No	No	No	No	Yes
Travel Surf and Passport, Shared Data Roaming	Yes	Yes	Yes	Yes	Yes	Yes

(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)

Price

- Monthly fee (in €, VAT excl.):

Data Connect	Data Connect Start	Data Connect Plus	Data Connect Pro	Data Connect Max +	Data Connect Ultra
Catalogue price	€ 6	€ 14,5	€ 23	€ 35	€ 42

Under reserve of any applicable discount

- Consumption-related or rates outside bundle (National/EU) (in €, VAT excl.):

Data Connect	Data Connect Start	Data Connect Plus	Data Connect Pro	Data Connect Max +	Data Connect Ultra
Tariff/Minute	€ 0,15	€ 0,15	€ 0,15	€ 0,15	€ 0,15
Tariff/SMS	€ 0,15	€ 0,15	€ 0,15	€ 0,15	€ 0,15
Tariff/MMS	€ 1,25	€ 1,25	€ 1,25	€ 1,25	€ 1,25
Tariff/MB in Belgium and EU	€ 0,10	€ 0,10	€ 0,10	€ 0,10	€ 0,00
Tariff/ Minute to EU	€ 0,19	€ 0,19	€ 0,19	€ 0,19	€ 0,19
Tariff/SMS to EU	€ 0,15	€ 0,15	€ 0,15	€ 0,15	€ 0,15

- Roaming tariffs outside EU and international tariffs: www.proximus.be/roaming
- Other compatible options:

Data Connect	Data Connect Start	Data Connect Plus	Data Connect Pro	Data Connect Max+	Data Connect Ultra
In Belgium and during roaming in EU					
One-time additional mobile data subscription	Yes	Yes	Yes	Yes	Yes
Roaming options					
Travel Surf and Passport, Shared Data Roaming	Yes	Yes	Yes	Yes	Yes

(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)

Duration, renewal and termination

For the Mobile Connect service

- Fixed term of 24 months. At the end of the initial period the contract is tacitly extended for an undefined period.
- Termination in writing at any time by means of a 1 month notice period.
- Service charges due until the service is deactivated. In case of early termination during the initial term, the termination indemnity indicated in the contract is due.

For the Data Connect service

- Indefinite duration
- 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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