

MOBILE SUBSCRIPTIONS – MOBILE XS

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

in Belgium and EU	Mobile XS
Call minutes	90
Text messages	Unlimited
Data	250 MB

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.

Available also in "Full Control" version: barring of calls/text messages/data not included in the bundle; nationally/EU, additional data only with credit top-up.

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

- **Monthly fee (VAT incl.): € 12**

(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)

- **Consumption-related charges or out-of-bundle charges (National / EU):** € 0,30/min, € 0,12/MB, € 0,50/MMS
- **Roaming tariffs outside EU and international tariffs:** [International & roaming](#)
- **Compatible options:** [Mobile options](#)

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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