

Price list for consumers, self-employed persons and small businesses up to 9 employees

VAT incl.

VAT excl.

1. Administrative fees

Costs in case of refund of remaining credit (prepaid card or Full Control)		
Refund costs		€5
Administrative fees for bill request		
Intermediate bill	€4.50	€3.72
Detailed bill		
First page		Free
Per additional page	€0.37	€0.31
Repeated request for copy of bill (per copy)	€4.50	€3.72
Fixed compensation in case of non return of an equipment/device to Proximus		
Non return of a mobile phone		€150
Fixed compensation for non return of a temporary mobile phone		
Non return of a Bizz IP box		€350
Fixed compensation for non return of a Bizz IP Box at the end of the contract		
Non return of a Modem (b-box)		99€
Fixed compensation for non return of a b-box at the end of the contract		
Non return of a LTE modem		99€
Fixed compensation for non return of a LTE modem at the end of the contract		
Non return of a mobile router Wi-Fi 4G		€ 50
Fixed compensation for non return of a temporary mobile router Wi-Fi 4G		
Non return of a TV decoder (all models)		149€
Fixed compensation for non return of a TV decoder at the end of the contract		
Non return of a MCE (Mobile Coverage Extender)		99€
Fixed compensation for non return of a MCE at the end of the contract		
Non return of a Wi-Fi Booster		50€
Fixed compensation for non return of a Wi-Fi Booster at the end of the contract		
Fixed compensation for non return of another equipment/device at the end of the contract.		99€
Administrative fees for reactivation per account (meaning per payment agreement)		
in order to put the product into service again after a suspension due to a failure to comply with obligations		€30
Global take-over of all installations of a customer		
All accounts in the name of the old customer are closed and restarted in the name of the new customer		
Maximum take-over price, without eventual additional work	€302.50	€250
If additional work, surcharge charged per hour	€49.67	€41.05

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Choice of calling number from available numbers			
Access charge		€ 270,00	€ 223,14
Monthly subscription charge		€ 6,00	€ 4,96
Keeping same calling number in the same telephone zone			
Access charge		Free of charge	
Change of calling number			
Access charge		€ 33,28	€ 27,50
Fees per reminder as of the 2nd reminder		€ 10	
Maximum flat-rate compensation that can be claimed from a Consumer Customer for the recovery of a debt (including Proximus reminder costs and subcontracting costs, when Proximus entrusts the recovery of the debt to a third party).		<ul style="list-style-type: none"> - Maximum 20 euros if the outstanding amount is less than or equal to 150 euros; - A maximum of 30 euros plus 10% of the amount due on the portion between 150.01 and 500 euros if the outstanding amount is between 150.01 and 500 euros; - A maximum of 65 euros plus 5% of the amount owed on the portion above 500 euros, up to a maximum of 2,000 euros if the amount owed is more than 500 euros 	
Flat-rate compensation due by the Consumer Customer when Proximus entrusts the recovery of the debt to a third party.		Difference between the maximum amount defined above and the amount of the reminder fees invoiced by Proximus.	
Flat-rate compensation due by the Professional Customer when Proximus entrusts the recovery of the debt to a third party.		15% of the total open amount with a minimum of € 60	

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2. Costs of additional services for fixed lines

Installation fixed line on day of request (Phone Line Line or ISDN-2) Additional cost for installation same day (if technically feasible)	€302.50	€250
Standard fee for earth-moving costs on private property per meter of trench <i>Repaving costs are charged as a supplement</i>	€15	€12.39
Installation changes: standard fees		
Flat rate		
Installation of additional connection point Phone Line	€ 13,00	€ 10,74
Installation of additional connection point ISDN	€24	€19.83
Installation of indoor cabling beyond connection point <i>Amount includes supply and installation</i>		
Up to six pairs - per meter (apparent or built-in)	€ 5	€ 4,13
Beyond six pairs	Estimated costs	
Other changes		
Not included in the above	Estimated costs	
Reduced social rate for all changes mentioned above	50% of the standard rate	
Move of your Proximus products to a new adres	€ 59,00	€ 48,76
Labour costs for extra work not covered by flat rate		
Per quarter-hour for any work not included in flat rate	€20	€16.53
Directory number		
Access charge	€15	€12.39
Registration or change of calling destination	€15	€12.39
Monthly subscription charge		
Standard line (Phone Line or ISDN-2)	€34.49	€28.51
Line with indialing range of 10 numbers	€43.49	€35.94
Messaging service		
Standard Proximus recorded message (FR - NL - DE - EN) following a number change, move or cancellation		
First six-month period	Free	
Personalized message - access charge	€30	€24.79
On Phone Line Duo, ISDN-2 Standard, Twin, ISDN-2 Indialing line (per standard access), Bizz IP Telephony		
Extension of an indivisible one-month period	€27	€22.31
Extension of an indivisible fifteen-day period	€ 13,50	€11.16
Extension of an indivisible ten-day period	€9	€7.44

3. Costs of additional services for mobile phone

Activation costs		
ProxiDuo	€25	€20.66
Gold number (one off fee)	€198	€163.64
Smartphone configuration		
	€ 10,00	€ 8,26
Tablet configuration		
	€ 10,00	€ 8,26
Change of the call number		
Up to 4 swaps within the year	Free	
As of the 4th swap within the year	€6.20	€5.12

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4. Service disruption – Repair costs

Clearance of disruption		
Infrastructure (up to and including the primary access point): travel, work, spare part	Free	
Terminal equipment leased or sold with maintenance contract		
Travel (except if stipulated otherwise in general conditions)	€ 60,5	€ 50,00
Work per quarter-hour	Free	
Spare part	Free	
Terminal equipment sold without maintenance contract		
Travel	€ 60,5	€ 50,00
Work per quarter-hour	€20	€16.53
Spare part under guarantee	Free	
Spare part not under guarantee	Upon quotation	
Clearance of disruption caused by third party		
Travel	€ 60,5	€ 50,00
Work per quarter-hour	€20	€16.53
Spare part	Volgens bestek	
Forfait voor minor intervention (max. 30 min. work + max 2 m cable or 1 Internet splitter or endpoint replacement)	€85	€70.25
Replacement internet equipment (modem, router) due to a cause attributable to the customer (e.g. electrical voltage surge due to lightning on the site, wrong manipulation, physical damage to the unit, ...)		
Fixed compensation	€ 81,82	
Supplement for intervention outside of normal service hours (if not included in the line subscription)		
	€136	€112.40

5. Service disruptions - indemnities

Timings for solving service disruptions

Standard subscription Phone Line, Duo and digital (ISDN-2, Twin): Clearance of disruption by end of working day following disruption report (standard working hours: from 8 a.m. to 4.30 p.m. Mondays to Fridays, excl. holidays)		
Additional subscription		
Telephony Guarantee Pro: Clearance of disruption within 5 working hours (*) of its registration (Disruptions can be registered : Mon-Fri 8:00-22:00, Sat 8:00-16:30, excluding Belgian holidays).		
(*) hours for repair of the service :Time used to clear the disruption, counting between the registration of the disruption, within the agreed timeframe for repairs and minus all time passed as a result of an event for which the stop-clock principle applies.		

6. Compensation under the Easy Switch procedure

Automatic indemnity if the Proximus technician does not show up within the agreed time window	€ 30
Automatic indemnity if the switch results in a service interruption of more than one working day on the Proximus network.	€10 per day
In case of late activation of services (at the express request of the Customer).	€ 6 per day

Executive Editor: Proximus PLC under Belgian Public Law, Bd du Roi Albert II 27, B-1030 Brussels, VAT BE 0202.239.951, Brussels Register of Legal Entities, BE82 2100 0008 8968 GEBABEBB.

The prices appearing in this list are valid, but may be subject to errors, omissions or printing mistakes.