

Specific expenses and indemnities	VAT incl.	VAT excl.
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1. Administrative fees

Administrative fees for reminders		
Fees per reminder as of the 2 nd reminder	€10	
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
Non return of a mobile phone		
Fixed compensation for non return of a temporary mobile phone	€150	
Non return of a Bizz IP box		
Fixed compensation for non return of a Bizz IP at the end of the contract	€350	
Early cancellation		
The customer cancels the contract before the end of the contract duration	100% of the remaining monthly subscription fees till the end of the contract duration	
Administrative fees for reactivation		
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	€302.50	€250
If additional work, surcharge charged per hour	€49.67	€41.05
Administrative fees for the outsourcing of the debt collection		
	15% of the total open amount with a minimum of €60	
Administrative fees for the request of temporary lines abroad		
Per line	€24.20	€20
Minimum amount to be paid per order	€242	€200

2. Costs of additional services for fixed lines

Installation fixed line on day of request (Phone 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 Repaving costs are charged as a supplement	€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 Amount includes supply and installation		
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 address	€ 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
Tracing of outgoing calls from a fixed line		
From 1 to 3 days	€11.25	€9.30
Per additional day	€3.75	€3.10
Per indivisible group of 10 tracked calls	€3.75	€3.10
For the sending of the results	€4.50	€3.72
Messaging service		
Standard Proximus recorded message (FR - NL - DE - EN) following a number change, move or cancellation		
First three-month period	Free	
Personalized message - access charge	€30	€24.79

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On analog, Duo, ISDN-2 Standard, Twin, ISDN-2 Indialing line (per standard access)		
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
On an ISDN-30 line (per primary access)		
Extension of an indivisible thirty-day period	€404.93	€334.66
Extension of an indivisible fifteen-day period	€202.47	€167.33
Extension of an indivisible ten-day period	€134.98	€111.55

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
Franchise fee ProxiReplace		
For private customers	not available	
For devices in the Standard, Business and Executive range	€37	
For devices in the Privilege range	€49	

4. Activation indemnities

Failure to respect activation deadline per Phone Line, DUO or digital line (ISDN-2, Twin) - ordinary indemnity	2-month standard subscription charge increased by the charge for any additional subscription
No execution of connection activation within determined limit	
Phone Line not activated within 5 working days after receipt of the order	2-month standard subscription charge increased by the charge for any additional subscription
ISDN-30 (primary access)	
Delay of 1 to 5 working days after RFS	100% monthly subscription charge
Delay of 6 to 10 working days after RFS	200% monthly subscription charge
Delay exceeding 10 working days after RFS	300% monthly subscription charge

5. 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	Upon quotation	
Forfait for 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
Supplement for Become Office (immediate subscription to the SLA Office for min. 6 months)	€72	€59.50

6. Service disruptions - indemnities

General conditions for clearance of service disruption			
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			
Privilege Guarantee: Clearance of disruption within 8 working hours of disruption report (extension of standard working hours until 6 p.m.) + possibility to forward calls to another number (costs charged to customer)			
Office: Clearance of disruption within 6 hours of disruption report (working hours: 24/7) + possibility to forward calls to another number (free of charge)			
Digital subscription (ISDN-30): Clearance of disruption within 8 hours of disruption report (working hours: 24/7)			
Indemnities (please contact customer support for the conditions to obtain an indemnity)			
Clearance of disruption after promised date - per line (conditions available in our Proximus Centers)			
Phone Line, Duo and digital (ISDN-2, Twin)			
Clearance of disruption not within specified time limit		Per day of delay: ordinary indemnity equal to 1-month standard subscription increased by charge for any additional subscription	
No possibility to fix appointment before the end of the next working day			
In case of service interruption exceeding 7 consecutive calendar days		Reimbursement of the subscription charge proportionate to interruption delay	
ISDN-30 (primary access) - after the working day on which disruption is reported			
Repair time exceeding 8 working hours		30% monthly subscription fee	
Repair time exceeding 12 working hours		50% monthly subscription fee	
Repair time exceeding 24 working hours		100% monthly subscription fee	
Repair time exceeding 48 working hours		150% monthly subscription fee	
Repair time exceeding 72 working hours		200% monthly subscription fee	
R2			
Disruption of service lasts longer than the business day after the day on which it was reported		€495.79	€409.74
Plus, per day, after 3rd day		€247.88	€204.86
Privilege Guarantee and Office (only Phone Line, Duo, ISDN-2, Twin)			
With additional subscription of Privilege Guarantee			
Clearance of disruption after 8 working hours		€15	€12.39
Clearance of disruption after end of working day on which it was reported - for each additional day		€44.99	€37.18
With additional subscription of Office			

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Net repair time exceeding 6 hours	150% monthly subscription fee + SLA	
Net repair time exceeding 12 hours	200% monthly subscription fee + SLA	
Net repair time exceeding 24 hours	300% monthly subscription fee + SLA	
Net repair time exceeding 48 hours	400% monthly subscription fee + SLA	
Net repair time exceeding 72 hours	500% monthly subscription fee + SLA	

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