

Proximus PLC under Belgian Public Law, Bd. du Roi Albert II 27, 1030 Brussels

Customer service : 0800 55 500

08/04/2024

Business Flex (Fiber)/ TEL with MultiLine option + INT Pack (with and without Mobile and with or without TV)

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.

Service and equipment

Pack including Fixed Voice Telephony and Fixed Internet Access with or without Mobile Voice Telephony / Mobile Internet Access subscription, with or without TV services.

Fixed Voice Telephony : with MultiLine option :

One IP line

- National calls :
 - Unlimited calls from the fixed line to national fixed lines (voice telephony) 24h/7. 1.000 call minutes for calls from the fixed line (voice telephony) to all mobile numbers in Belgium 24h/7, after these 1.000 call minutes the customer calls at preferential rates.
- International calls:
 - 1.000 call minutes for calls made from the fixed line (voice telephony) to fixed lines and mobile numbers in the following countries : Bulgaria, Croatia, Cyprus, Denmark, Germany, Estonia, Finland, France, Greece, Hungary, Ireland, Italy, Latvia, Lithuania, Luxemburg, Malta, Netherlands, Austria, Poland, Portugal, Romania, Slovenia, Slovakia, Spain, Czech Republic, United Kingdom, Sweden, Andorra, Faeroe, Iceland, Liechtenstein, Monaco, Norway, San Marino, Switzerland, United States, Canada AND to all fixed numbers in Morocco and Turkey. Once these 1.000 call minutes have been used , the customer will benefit from preferential rates for his calls. All calls not covered by the benefits set out above are billed to the customer at preferential rates.
- The conditions do not apply to special and premium numbers (070, 077, 09xx, 1xxx, etc.).

Fixed Internet Access

- Unlimited download volume
- Internet Box included with Wi-Fi 6 technology, for more stable and faster internet
- Wi-Fi Booster included: Increase your Wi-Fi range or connect your TV wirelessly (to be confirmed after technician's visit or on request)

¹ Article 102(3) of Directive (EU) 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).

TV services (if TV is chosen as an option by the customer)

- More than [80 TV channels](#)
- Access to the Proximus Pickx app on all your devices
- 5 GB extra data for using the Pickx app (only available when customer has mobile in his pack)
- TV Replay: free delayed watching up to 7 days back
- TV decoder included

Your exclusive customer service

Included in Business Flex: a Business Expert follows up each request end to end. Only accessible via the Proximus+ app. [Click here for more information.](#)

Mobile services: 1 to 10 mobile numbers per pack (configuration of your choice)

In Belgium + EU:	Business Mobile Flex S	Business Mobile Flex M	Business Mobile Flex Maxi	Business Mobile Flex Premium
Call minutes	unlimited	unlimited	unlimited	unlimited
International call minutes	-	100	250	1000 (**)
SMS (Belgium and EU)	unlimited	unlimited	unlimited	unlimited
International SMS	-	100	250	1000 (**)
Data (*)	12 GB	80 GB	350 GB	350 GB + 1 GB in US, Canada, Switzerland.

Belgium and EU: calls and text messages to special or premium numbers, excluding international calls and texts messages from Belgium for Business Mobile Flex S, excluding MMS messages.

EU countries where the mobile plans are valid: Austria, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, French Guiana, Germany, Gibraltar, Greece, Guadeloupe (French Antilles), Hungary, Iceland, Ireland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Martinique (French Antilles), Mayotte, Netherlands, Norway, Poland, Portugal, Romania, Saint Barthélemy (French Antilles), Saint Martin (French Antilles), Slovakia, Slovenia, Spain, Sweden, United Kingdom, Åland Islands (Finland).

(*) After using up the data included in the mobile plan, no extra charge but reduced surfing speed
(**) Also for calls/text messages in the US, Canada, Switzerland and from the EU to these countries.

	Business Mobile Flex S	Business Mobile Flex M	Business Mobile Flex Maxi	Business Mobile Flex Premium
Reduced speed	128 kbps	128 kbps	512 kbps	512 kbps

Speeds of the Internet service and remedies

¹ Article 102(3) of Directive (EU) 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).

Fixed Internet Access (copper)	Speed	
	Download	Upload
min	(1)	(1)
Normally available	(1)	(1)
max	(1)	(1)

(1) Your Fixed Internet speed depends on your address, check out [Speedtest Internet connection | Proximus](#)

Fixed Internet Access (fiber)	Speed	
	Download	Upload
Min, normally available and maximum speed with Fiber Essential	500 Mbps*	500 Mbps
Min, normally available and maximum speed with Fiber Giga	2,5 Gbps*	1 Gbps*
Min, normally available and maximum speed with Fiber Ultra (optional)	8,5 Gbps*	1,5 Gbps*

* In some specific cases, your building's wiring may only allow for maximum speeds of up to 1 Gbps/500 Mbps. For more information, please contact your property manager or owner.

Mobile internet access *		estimated maximum speed **				optimal maximum speed***
		2G	3G	4G	5G	
Download	Business Mobile Flex S	200 Kbps	21 Mbps	220 Mbps	200 Mbps	200 Mbps
	Business Mobile Flex M				450 Mbps	500 Mbps
	Business Mobile Flex Maxi				420 Mbps	1 Gbps
	Business Mobile Flex Premium				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 tariff 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 tariff plan, the device performance and your location during the use of the service.

If despite a normal use, the service quality of the Internet service presents a continuous or recurrent discrepancy in comparison with the estimated maximum speed, the consumer can lodge a complaint with the Customer service.

Price

Subscription (in € per month excl. VAT)

- Pack including Fixed Voice Telephony with the MultiLine option (2 first licences) and Fixed Internet Access without a mobile subscription and without TV services: €95
- Pack including Fixed Internet Access, Mobile Voice Telephony with the MultiLine option (2 first licences) / Mobile Internet access (up to 10 mobile numbers per pack) without TV services:
 - Monthly fee of the option TV: + €13
 - Monthly fee for the pack with a first mobile subscription included (depending on the type of mobile subscription chosen):

¹ Article 102(3) of Directive (EU) 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).

	Fixed voice + Internet + Business Mobile Flex S	Fixed voice + Internet + Business Mobile Flex M	Fixed voice + Internet + Business Mobile Flex Maxi	Fixed voice + Internet + Business Mobile Flex Premium
Copper	108	119	126	147
Fiber Giga*	118	129	136	157

* Provided that fiber is available at your address.

- *If you want to take the Bizz Internet Guarantee option (not possible with Fiber): +€5/month with an activation fee of €50*

- Extra monthly fee, per additional mobile subscription of choice, added to the pack:
 - Business Mobile Flex S : € 10
 - Business Mobile Flex M : € 21
 - Business Mobile Flex Maxi : € 28
 - Business Mobile Premium : € 49
- Additional price per month, per additional MultiLine license: € 24
- Installation and configuration costs of the MultiLine option: free of charge (value €299)

No installation fee

[Rates](#) for consumption not included in the subscription

Roaming rates outside EU and international: [International and roaming](#)

[Rates](#) for international calls with the fixed line outside the bundle

Compatible options:

- [Bizz Internet Guarantee](#): automatic switch to 4G in the event of a failure
- [Bizz Call Connect](#)
- [TV options](#)
- [Internet options](#)
- [Mobile options & roaming](#)
- [Fixed line options](#)

Optional joint offer (prices in €, excl. VAT), additionally to the mobile subscription, also including the following:

- **An equipment** : smartphone of your choice out of the different models that are available in a joint offer (see [The best smartphones for your business | Proximus](#)): one shot fee, payable upon the conclusion of the contract, variable in function of the smartphone model and in function of the mandatory option (Special Deal or DataPhone)
- **A mandatory option** according to the compatibility with the mobile subscription and the smartphone model.
 - Special Deal: discount on the one-shot fee on the purchase price of the smartphone (€0/month)

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- Data Phone : additional mobile data volume (Belgium and EU)

Data phone 500 MB at € 4.13/month

Data phone 1GB at € 8.26/ month

Data phone 1,5GB at € 12.4/ month

Data phone 2GB at € 16.53/ month

Data phone 2,5 GB at € 20.66/ month

Data phone 3,5 GB at €28.93/month

- **An amortization table** reflecting the remaining value of the equipment until the end of the contract is added to the contract.

Duration, renewal and termination

Without joint offer

Undefined term. Termination, in writing, at any time and free of charge.

With joint offer

- Concerning the service fee : undefined term
- Concerning the equipment which is part of a joint offer and the option Special Deal or DataPhone: fixed term of 24 months
- Termination, in writing, at any time, by paying the remaining value of the equipment, in line with the amortization table and whatever the cause of the termination.

Features for end-users with disabilities

Detailed information on customized solutions: <https://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

¹ Article 102(3) of Directive (EU) 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).