

Modification of the contractual terms for large companies as of January 1st, 2024

Mobile		OLD	NEW
Contractual Service Description Mobile Connectivity	Fair Use Policy	Art. 5.6.7 Without prejudice to article 5.6.6., the use of the Service while Roaming within the European Union may be subject to a reasonable use policy in accordance with the European regulation. The conditions of these reasonable use policies are defined in the descriptions of the relevant tariff plans.	Art 5.6.7 is deleted and replaced by: <u>Art. 5.5.3. Fair Use Policy</u> Without prejudice to article 5.6.6., the use of the Service may be subject to a fair use policy that shall be automatically applied. The conditions of this fair use policy shall be defined in the description of the relevant rate plans.
	Protection measures	<u>5.5.1. Use of the Service in Belgium</u> Proximus will (i) reduce the Customer’s mobile data surfing speed when the mobile data volume included in the Customer’s rate plan has been consumed and (ii) cut off the mobile data connection when the mobile data usage exceeds the rate plan by EUR 50 (excl. VAT) or another available threshold communicated in advance by Proximus. When the Customer has reached the surfing limit or exceeds the rate plan by the said threshold, the Customer will be informed accordingly by SMS. The Customer who wishes to continue surfing can at any time deactivate, under its own responsibility, the concerned limitation by contacting the Customer Service or via self-servicing, if allowed.	<u>5.5.1. Use of the Service in Belgium</u> As regards the use of the Service in Belgium, Proximus will reduce the mobile data surfing speed after full consumption of the recurring mobile data allowance in Belgium or, if no allowance is active, will cut off the mobile data connection as soon as the mobile data consumption in Belgium exceeds EUR 50 (excl. VAT). When the Customer exceeds his allowance or reaches the surfing limit of EUR 50 (excl. VAT), the Customer will be informed accordingly by SMS. The Customer can remove, under its own responsibility, the concerned limit by contacting the Customer Service or via self-service, if allowed.

General Terms and Conditions Mobile Connectivity	Fair Use Policy	<p>Art. 2.1.2.6 Without prejudice to article 3.12., the use of the Service while Roaming within the European Union may be subject to a reasonable use policy in accordance with the European regulation. The conditions of these reasonable use policies are defined in the descriptions of the relevant tariff plans.</p>	<p>2.1.2.6. Without prejudice to article 3.12, the use of the Service may be subject to a fair use policy that shall be automatically applied. The conditions of this fair use policy shall be defined in the description of the relevant rate plans.</p>
	Protection measures	<p>4.13. Proximus will (i) reduce the Customer’s mobile data surfing speed when the mobile data volume included in the Customer’s rate plan has been consumed and (ii) cut off the mobile data connection when the mobile data usage exceeds the rate plan by EUR 60 (incl.VAT) or another available threshold communicated in advance by Proximus. When the Customer has reached the surfing limit or exceeds the rate plan by the said threshold, the Customer will be informed accordingly by SMS. The Customer who wishes to continue surfing can at any time deactivate, under its own responsibility, the concerned limitation by contacting the Customer Service or via self-servicing, if allowed.</p>	<p>4.13. As regards the use of the Service in Belgium, Proximus will reduce the mobile data surfing speed after full consumption of the recurring mobile data allowance in Belgium or, if no allowance is active, will cut off the mobile data connection as soon as the mobile data consumption in Belgium exceeds EUR 60 (incl. VAT). When the Customer exceeds his allowance or reaches the surfing limit of EUR 60 (incl. VAT), the Customer will be informed accordingly by SMS. The Customer can remove, under its own responsibility, the concerned limit by contacting the Customer Service or via self-service, if allowed.</p>
	Directories and information services	<p>Telephone directory (the guide) / directory assistance database: A database containing the data of telephony service subscribers, which is made available to the public in the form of a guide or via directory assistance. A database containing the data of the customers of the telephony service which is made available to a universal directory assistance service and the universal telephone directory (paper and electronic form).</p> <p>2.6. Telephone directories and directory assistance</p>	<p><u>2.6. Directory and Information Services</u></p> <p>In accordance with the applicable regulations, Proximus shall communicate to the central numbers database (www.centralnumberdatabase.be) the name and the initials or the first name of the Customer, or, in case of a legal entity, its official designation, as well as the address and telephone number assigned by Proximus.</p> <p>When signing the Agreement, the Customer is given the choice of whether or not to be included in the directories and</p>

2.6.1. In accordance with the applicable rules, Proximus shall provide directory publishers and suppliers of directory assistance services with the following Customer data:

- the name and initial of the first name(s) (or the full first name if the Customer has expressed his wish to have it mentioned);
- the full address;
- the telephone number allocated by Proximus.

This data will not be communicated if the Customer has an unlisted number or if he indicates, via www.1307.be, Mentions Légales, that he does not want to be included in the directories and/or directory assistance services.

2.6.2. When subscribing to the Agreement, the Customer can choose whether or not to be listed in the directories and/or directory assistance services. If the Customer does not fill in the fields in the Agreement for a listing in the directories and the directory assistance services, it will be assumed that he wants his number to be unlisted. The Customer can also indicate at any time via www.1307.be, Mentions Légales, that he does not want to be included in the directories and/or directory assistance services. Customers who do not want their name and address details to be found on the basis of their telephone number can easily indicate this via www.1307.be, Mentions Légales.

2.6.3. The "Mailbox 1307" service allows the caller to leave a message on the Customer's voicemail via 1307 directory assistance, without the Customer's mobile number being disclosed. To offer this service, the Customer's personal

information services. The Customer indicates whether he wants his data to be displayed in the directories and information services or whether he wants his number to remain secret. The Customer also indicates whether he wants his name and address to be found on the basis of his telephone number. The Customer can change his choices at any time by sending an e-mail to gids@proximus.com / annuaire@proximus.com.

The Customer is responsible for the accuracy of the data he communicates to Proximus. Any change to any part of the Customer's identification or connection will be recorded in the central number database as soon as possible.

data (such as his name, address and mobile number) are included in 1307 Directory Assistance. If the Customer does not want to receive messages via the "Mailbox 1307" service, he can indicate this by calling the toll-free number 0800 93 742.

2.6.4. Against payment, Proximus can make the details that the Customer wants listed in the directories and/or directory assistance available to third parties, unless the Customer has an unlisted number or if he has opposed this on the website www.1307.be, Mentions Légales.

2.6.5. The Universal Telephone Directory (on paper and on www.1307.be) and 1307 Directory Assistance allow the Customer to: - find a telephone number on the basis of a name and address and/or - find a name and address on the basis of a telephone number and/or - find the telephone number and name and address of a selfemployed person or company on the basis of the professional activity.

2.6.6. Payable entries in the Universal Telephone Directory (on paper and on www.1307.be) and 1307 Directory Assistance. Against payment, the Customer may opt for one or more payable entries, e.g. additional listings, informative data such as the professional activity, etc. For more information on the different possibilities, consult www.1307.be/ads.

2.6.7. The Customer is responsible for the accuracy of the data that he communicates to Proximus.

2.6.8. All changes to a Customer's identification or connection details shall be introduced as quickly as possible

		<p>into the database of the 1307 Universal Directory Assistance Service and the Universal Telephone Directory (paper and electronic form).</p> <p>2.6.9. The 1307 Universal Directory Assistance Service and the Universal Telephone Directory (paper and electronic form) are made available in accordance with the applicable rules.</p>	
Fixed Voice			
<p>Contractual Service Description Enterprise Voice</p>	<p>Directories and information services</p>	<p>3.4.3. In accordance with the regulations in force, Proximus shall supply all publishers of directories and suppliers of an information service with the surname and initials or the first name of the Customer or, for a legal entity, the official name, its address and the telephone number assigned by Proximus.</p> <p>The choice of whether or not to appear in the directories and the information services is proposed to the Customer at the time of subscription to the Agreement. The Customer specifies whether he wishes for his data to be included in directories and information services or whether he wishes for his number to remain secret (private number). The Customer also specifies whether or not he wishes for his name and address to be able to be found using his telephone number. The Customer may change his choice at any time via the website www.1307.be.</p>	<p>3.4.3. In accordance with the applicable regulations, Proximus shall communicate to the central numbers database (www.centralnumberdatabase.be) the name and the initials or the first name of the Customer, or, in case of a legal entity, its official designation, as well as the address and telephone number assigned by Proximus.</p> <p>When signing the Agreement, the Customer is given the choice of whether or not to be included in the directories and information services. The Customer indicates whether he wants his data to be displayed in the directories and information services or whether he wants his number to remain secret. The Customer also indicates whether he wants his name and address to be found on the basis of his telephone number. The Customer can change his choices at any time by sending an e-mail to gids@proximus.com / annuaire@proximus.com.</p> <p>The Customer is responsible for the accuracy of the data he communicates to Proximus. Any change to any part of the</p>

		<p>Subject to the written consent of the Customer holding the line, natural persons living with the Customer shall be entitled to be listed under his own name, free of charge.</p> <p>Subject to payment, the Customer may obtain one or more paid insertions for additional information, informative data such as professional activity, etc. For more information on the different possibilities, visit www.1307.be/ads.</p> <p>The Customer shall be responsible for the accuracy of the data that he communicates to Proximus. Any change to the Customer's identification or connection particulars shall be included in the database of the information service and directories (paper & electronic) as soon as possible.</p>	<p>Customer's identification or connection will be recorded in the central number database as soon as possible.</p>
<p>Contractual Service Description Phone Line Enterprise</p>		<p>3.2.5. In accordance with the regulations in force, Proximus shall supply all publishers of directories and suppliers of an information service with the surname and initials or the first name of the Customer or, for a legal entity, the official name, its address and the telephone number assigned by Proximus.</p> <p>The choice of whether or not to appear in the directories and the information services is proposed to the Customer at the time of subscription to the Agreement. The Customer specifies whether he wishes for his data to be included in directories and information services or whether he wishes for his number to remain secret (private number). The Customer also specifies whether or not he wishes for his name and address to be able to be found using his telephone number. The Customer may change his choice at any time via the website www.1307.be.</p>	<p>3.2.5. In accordance with the applicable regulations, Proximus shall communicate to the central numbers database (www.centralnumberdatabase.be) the name and the initials or the first name of the Customer, or, in case of a legal entity, its official designation, as well as the address and telephone number assigned by Proximus.</p> <p>When signing the Agreement, the Customer is given the choice of whether or not to be included in the directories and information services. The Customer indicates whether he wants his data to be displayed in the directories and information services or whether he wants his number to remain secret. The Customer also indicates whether he wants his name and address to be found on the basis of his telephone number. The Customer can change his choices at any time by sending an e-mail to gids@proximus.com / annuaire@proximus.com.</p>

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<p>Contractual Service Description Fixed Voice Infinity</p>		<p>3.4.5. In accordance with the regulations in force, Proximus shall supply all publishers of directories and suppliers of an information service with the surname and initials or the first name of the Customer or, for a legal entity, the official name, its address and the telephone number assigned by Proximus.</p> <p>The choice of whether or not to appear in the directories and the information services is proposed to the Customer at the time of subscription to the Agreement. The Customer specifies whether he wishes for his data to be included in directories and information services or whether he wishes for his number to remain secret (private number). The Customer also specifies whether or not he wishes for his name and address to be able to be found using his</p>	<p>3.4.5. In accordance with the applicable regulations, Proximus shall communicate to the central numbers database (www.centralnumberdatabase.be) the name and the initials or the first name of the Customer, or, in case of a legal entity, its official designation, as well as the address and telephone number assigned by Proximus.</p> <p>When signing the Agreement, the Customer is given the choice of whether or not to be included in the directories and information services. The Customer indicates whether he wants his data to be displayed in the directories and information services or whether he wants his number to remain secret. The Customer also indicates whether he wants his name and address to be found on the basis of his telephone number. The Customer can change his choices at</p>

	<p>telephone number. The Customer may change his choice at any time via the website www.1307.be.</p> <p>Subject to the written consent of the Customer holding the line, natural persons living with the Customer shall be entitled to be listed under his own name, free of charge.</p> <p>Subject to payment, the Customer may obtain one or more paid insertions for additional information, informative data such as professional activity, etc. For more information on the different possibilities, visit www.1307.be/ads.</p> <p>The Customer shall be responsible for the accuracy of the data that he communicates to Proximus. Any change to the Customer's identification or connection particulars shall be included in the database of the information service and directories (paper & electronic) as soon as possible.</p>	<p>any time by sending an e-mail to gids@proximus.com / annuaire@proximus.com.</p> <p>The Customer is responsible for the accuracy of the data he communicates to Proximus. Any change to any part of the Customer's identification or connection will be recorded in the central number database as soon as possible.</p>
<p>Contractual Service Description Business Trunking</p>	<p>3.2.4.11. In accordance with the regulations in force, Proximus shall supply all publishers of directories and suppliers of an information service with the surname and initials or the first name of the Customer or, for a legal entity, the official name, its address and the telephone number assigned by Proximus.</p> <p>The choice of whether or not to appear in the directories and the information services is proposed to the Customer at the time of subscription to the Agreement. The Customer specifies whether he wishes for his data to be included in directories and information services or whether he wishes for his number to remain secret (private number). The Customer also specifies whether or not he wishes for his name and address to be able to be found using his</p>	<p>3.2.4.1.1. In accordance with the applicable regulations, Proximus shall communicate to the central numbers database (www.centralnumberdatabase.be) the name and the initials or the first name of the Customer, or, in case of a legal entity, its official designation, as well as the address and telephone number assigned by Proximus.</p> <p>When signing the Agreement, the Customer is given the choice of whether or not to be included in the directories and information services. The Customer indicates whether he wants his data to be displayed in the directories and information services or whether he wants his number to remain secret. The Customer also indicates whether he wants his name and address to be found on the basis of his telephone number. The Customer can change his choices at</p>

		<p>telephone number. The Customer may change his choice at any time via the website www.1307.be.</p> <p>Subject to the written consent of the Customer holding the line, natural persons living with the Customer shall be entitled to be listed under his own name, free of charge.</p> <p>Subject to payment, the Customer may obtain one or more paid insertions for additional information, informative data such as professional activity, etc. For more information on the different possibilities, visit www.1307.be/ads.</p> <p>The Customer shall be responsible for the accuracy of the data that he communicates to Proximus. Any change to the Customer's identification or connection particulars shall be included in the database of the information service and directories (paper & electronic) as soon as possible.</p>	<p>any time by sending an e-mail to gids@proximus.com / annuaire@proximus.com.</p> <p>The Customer is responsible for the accuracy of the data he communicates to Proximus. Any change to any part of the Customer's identification or connection will be recorded in the central number database as soon as possible.</p>
Internet			
<p>Contractual Service Description Internet</p>	<p>Maintenance of the e-mail address for more than 18 months after termination of the Internet access by the customer.</p>	<p>7.6. E-mail address and web space</p> <p>A Proximus e-mail address and a web space may be assigned to the Customer. The Customer shall regularly read his e-mails of the e-mail address provided by the Proximus Platform. If the Customer does not use his e-mail address for a period of six (6) months, Proximus reserves the right to cancel the e-mail address. In the event of termination of the Agreement, the Customer may continue to use the e-mail address for up to eighteen (18) months after the date of termination of the Agreement with which such e-mail address is associated. Customers using the web space provided in their Internet subscription shall retain access in order to adapt the data stored on it. The</p>	<p>7.6. E-mail address and web space</p> <p>A Proximus e-mail address and a web space may be assigned to the Customer. The Customer shall regularly read his e-mails of the e-mail address provided by the Proximus Platform. If the Customer does not use his e-mail address for a period of six (6) months, Proximus reserves the right to cancel the e-mail address. In the event of termination of the Agreement, the Customer may continue to use the e-mail address, free of charge, after the date of termination of the Agreement with which such e-mail address is associated. Customers using the web space provided in their Internet subscription shall retain access in order to adapt the data stored on it. The web space shall</p>

		web space shall remain accessible for six (6) months after the date of termination.	remain accessible for six (6) months after the date of termination.
<p>General Terms and Conditions Internet</p>	<p>Maintenance of the e-mail address for more than 18 months after termination of the Internet access by the customer.</p>	<p>15.11. Proximus offers its Customers the possibility of continuing to use their electronic mailbox up to eighteen (18) months after terminating the Internet subscription to which their mailbox is linked. Customers who use Web space that comes with their Internet subscription also keep their access that allows them to update the data stored there. The Web space also remains accessible for six (6) months via the Internet.</p> <p>These services are free of charge and remain automatically available to all Customers who terminate their Internet subscription, who retain their passwords and login. Customers do not, therefore, have to make any requests to use them.</p> <p>These services are only available for (an) e-mail address(es) created or access to the web space via an URL Web address based on the Proximus trading name and/or brands under which the Internet access service will be commercialized.</p>	<p>15.11. Proximus offers its Customers the possibility of continuing to use their electronic mailbox, free of charge, after terminating the Internet subscription to which their mailbox is linked. Customers who use Web space that comes with their Internet subscription also keep their access that allows them to update the data stored there. The Web space also remains accessible for six (6) months via the Internet.</p> <p>These services are free of charge and remain automatically available to all Customers who terminate their Internet subscription, who retain their passwords and login. Customers do not, therefore, have to make any requests to use them.</p> <p>These services are only available for (an) e-mail address(es) created or access to the web space via an URL Web address based on the Proximus trading name and/or brands under which the Internet access service will be commercialized.</p>