

## ACCESS

### 1. PHONE SERVICE

The general conditions can be obtained from customer service.		
<b>1.1. Phone Line/BIZZ IP Telephony Mono</b>	<b>Excl. VAT (EUR)</b>	<b>Incl. VAT (EUR)</b>
<b>SERVICE CALLS-STANDARD RATE (normal &amp; temporary lines)</b>		
<b>TRAVEL COSTS INCLUDED</b>		
Travel to the connection place	40,4959	49,00
<b>NETWORK CONNECTION COSTS INCLUDED</b>		
Installation of connection point	24,7934	30,00
<b>ACTIVATION COSTS INCLUDED</b>		
Activation		
For the first line	48,7603	59,00
For each additional line requested simultaneously at the same address by the same line holder (only for Phone Line)	20,6612	25,00
Exception: costs in case of merger, take-over of lines or configuration --> sliding scale rate applied without a subscription interruption		
For the first line (only for Phone Line)	48,7603	59,00
For the 2nd to the 20th line (per line) (only for Phone Line)	10,0000	12,10
Forfeit for more than 20 lines (only for Phone Line)	250,0000	302,50
<b>SPECIAL CONNECTIONS (add. costs) (Phone Line)</b>		
<b>Exceptional connections</b>		
Connection to another exchange in the same telephone zone		
On request		
<b>Temporary connection</b>		
Temporary connection of fixed duration of less than one year		
Activation of the line		
On request		
Charge for service call (if required)		
Deactivation charges		
For the first line	70,6500	85,49
For each additional line *	35,3300	42,75
* (Same person, address and date)		
<b>Conversion from DUO, Twin, ISDN-2/ISDN-2/IP-2/Bizz IP Telephony Duo/Enterprise Voice Multi (2 channels) to Phone Line</b>		
Travel to the connection place	40,4959	49,00
Installation of connection point	24,7934	30,00
<b>SERVICE CALLS-REDUCED SOCIAL RATE (Phone Line)</b>		
Conditions for social telephone rate available from customer service.		
<b>INCLUDING TRAVEL COSTS</b>		
Travel to place of connection	20,2479	24,50
<b>INCLUDING COSTS FOR CONNECTION TO NETWORK</b>		
Installation of connection point	12,3967	15,00
<b>INCLUDING ACTIVATION COSTS</b>		
Activation of the line	24,3802	29,50
<b>TEMPORARY SUBSCRIPTIONS - PER LINE</b>		
<b>RATE - Phone Line</b>		
Monthly subscription charge	26,6529	32,25
<b>ORDINARY SUBSCRIPTIONS - PER LINE</b>		
Minimum duration: 1 year - See Specific expenses & indemnities		
<b>STANDARD RATE - Phone Line</b>		
Monthly subscription charge	24,0744	29,13
<b>BIZZ IP Telephony Mono</b>		
Monthly subscription charge	24,0744	29,13
<b>REDUCED RATE - Phone Line</b>		
For social reasons	17,1323	20,73
Conditions for social telephone rate are available from customer service		
<b>ADDITIONAL REPAIR SERVICES (per line or basic access) Phone Line</b>		

Telephony Guaranty Pro (See specific costs and indemnities)	3,5500	4,30
<b>CASCADE Phone Line)</b>		
Per line	24,0744	29,13
<b>DIRECT INDIALING (analog junctions) (Phone Line)</b>		
Basic subscription per line	24,0744	29,13
Supplement for direct indialing		
Monthly subscription charge (flat rate for 1 to 5 connections)	154,9587	187,50
Monthly subscription charge per additional connection	30,9917	37,50
Per group of 100 consecutive numbers (used or reserved)	49,5868	60,00
<b>EXCEPTIONAL CONNECTION (Phone Line)</b>		
Standard rate	24,0744	29,13
In addition to the standard subscription	9,6678	11,70
Supplement by HM in a straight line between telephone exchanges	5,9494	7,20
<b>ADDITIONAL SERVICES</b>		
<b>CHOICE OF CALLING NUMBER FROM AVAILABLE NUMBERS</b>		
Access charge	223,1405	270,00
Monthly subscription charge	4,9579	6,00
<b>KEEPING SAME CALLING NUMBER IN THE SAME TELEPHONE ZONE</b>		
Access charge		Free
<b>CHANGE OF CALLING NUMBER</b>		
Access charge	27,5042	33,28
<b>SECRET UNPUBLISHED NUMBER</b>		
Month subscription charge for first number		Free
For other numbers (same holder and address)		Free
<b>"PASSWORD" FUNCTION</b>		
Access charge	0,0000	0,00
Monthly subscription charge	0,6016	0,73
<b>PERMANENT CALLING RESTRICTION per type of call</b>		
Access charge	0,0000	0,00
Monthly subscription charge	3,2232	3,90
<b>REMOTE CONTROL OF CALLING RESTRICTION for all types of calls</b>		
Access charge	0,0000	0,00
Monthly subscription charge	3,2232	3,90
Per activation	0,1289	0,16
<b>PERMANENT INCOMING CALL BARRING</b>		
Access charge	0,0000	0,00
Monthly subscription charge	3,2232	3,90
<b>CALLING RESTRICTION TO INFOKIOSK (077, 0903, some 50 remote countries)</b>		
Access charge		Free
<b>CALLING RESTRICTION TO 090-NUMBERS (to 090-numbers, except numbers giving access to internet servers [from 090930 to 090936 inclusive])</b>		
Access charge		Free
<b>PRE-SET NUMBER DIAL BY LIFTING RECEIVER (Hot line)</b>		
Access charge	0,0000	0,00
Monthly subscription	3,2232	3,90
<b>AUTOMATIC SIGNALING OF BILLING UNITS</b>		
Access costs	0,0000	0,00
Monthly subscription charge	3,2232	3,90
<b>VALUE-ADDED SERVICES</b>		
Call Forwarding	2,4711	2,99
Call Waiting	2,4711	2,99
Number display (Caller ID - CLIP)	3,2975	3,99
Caller ID restriction (non-display of your number and name - CLIR)		Free
Fixed Destination Call (FDC)	2,4711	2,99
Anonymous Call Rejection - (ACR)	2,4711	2,99
COMFORT® Services	3,2975	3,99
See and talk - (CLIP + Call waiting)	4,1240	4,99
Smart Services Benefit Pack - (CW, CF, FDC, CLIP, CNIP)	4,1240	4,99
1919 (Automatic Recall)		Free
Surf&Call		Free
Three Party Conference		Free
<b>RINGBACK</b>		
Per call		Free

<b>PHONE MAIL SERVICES</b>	
Activation and deactivation of service	Free
Consulting received messages	
From Belgium	National Tariff
From another country	International Tariff
Programming of greeting	
From the number of a service beneficiary	Free
From another fixed-line telephone in Belgium	National Tariff
Notification	
To a pager	
To a landline or mobile telephone in Belgium	Same tariff as from a landline
To another country	
<i>The caller forwarded to phone mail pays for his call without a supplement.</i>	
<b>PHONE MAIL BASIC SERVICES</b>	
Activation and deactivation of service	Free
Listen to received messages	Free
<i>The caller forwarded to phone mail pays for his call without a supplement.</i>	

<b>1.2. DIGITAL LINES : ISDN-2/ISDN-2/IP-2/Enterprise Voice Multi (2 channels)</b>	<b>Excl. VAT (EUR)</b>	<b>Incl. VAT (EUR)</b>
<b>SERVICE CALLS (normal &amp; temporary lines)</b>		
<b>INCLUDING TRAVEL COSTS</b>		
Travel to place of connection	40,4959	49,00
<b>INCLUDING NETWORK CONNECTION</b>		
Installation of contact point	52,0661	63,00
<b>ACTIVATION COSTS INCLUDED</b>		
Activation of ISDN-2 (Standard, Indialing, Cascade), ISDN-2/IP-2, Enterprise Voice Multi		
For the first line	66,9421	81,00
For each additional line requested simultaneously at the same address by the same line holder (only ISDN-2/ISDN-2/IP-2/Enterprise Voice Multi)	33,4711	40,50
<i>Exception: costs in case of merger, take-over of lines or configuration --&gt; sliding scale rate applied without a subscription interruption (for ISDN-2 only)</i>		
For the first line	66,9421	81,00
For the 2nd to the 20th line (per line)	10,0000	12,10
Forfeit for more than 20 lines	250,0000	302,50
<b>CHANGE OF LINE CONFIGURATION</b>		
For all changes	Free	
<b>SPECIAL CONNECTIONS (add. costs)</b>		
Temporary connection		
<i>Temporary connection of fixed duration of less than one year</i>		
Activation of the line		
Charge for service call (if required)	On request	
Deactivation charges		
For the first line	83,0400	100,48
For each additional line *	41,5200	50,24
<i>* (Same line holder, address and date)</i>		
<b>Conversion from Phone Line to DUO, Twin, ISDN-2/IP-2/Enterprise Voice Multi (2 channels)</b>		
Travel to the connection place	40,4959	49,00
Installation of connection point	52,0661	63,00
<b>SERVICE CALLS—REDUCED SOCIAL RATE (for ISDN-2 and ISDN-2/IP-2)</b>		
<i>Conditions for social telephone rate are available from customer service.</i>		
<b>INCLUDING TRAVEL COSTS</b>		
Travel to place of connection	20,2479	24,50
<b>INCLUDING COSTS FOR CONNECTION TO NETWORK</b>		
Installation of connection point	52,0661	63,00
<b>INCLUDING ACTIVATION COSTS</b>		
Activation of the line	66,9421	81,00

<b>TEMPORARY SUBSCRIPTIONS - PER LINE</b>		
<b>ISDN-2 &amp; ISDN<i>o</i>IP- 2</b>		
Monthly rate ISDN2 Standard / Indialing / Cascade / ISDN <i>o</i> IP-2	68,8816	83,35
<b>ORDINARY SUBSCRIPTIONS - PER LINE</b>		
<i>Minimum duration: 1 year - See Specific expenses &amp; indemnities</i>		
<b>ISDN-2/ISDN<i>o</i>IP-2 STANDARD</b>		
Standard rate - ISDN2	61,5092	74,43
Reduced rate for social reasons	54,5671	66,03
Additional calling number (6 max)	1,4874	1,80
Closed user group (per group)	1,8592	2,25
<b>ISDN-2/ISDN<i>o</i>IP-2 INDIALING</b>		
Standard rate - ISDN2 (per basic access)	61,5092	74,43
In-dialing (per 10 numbers)	7,4368	9,00
Possibility to keep analog calling number (per number)	7,4368	9,00
Inbound Call Security	Free	
Closed user group (per group)	price to be multiplied with # basic access	
	1,8592	2,25
<b>ISDN-2/ISDN<i>o</i>IP-2 CASCADE</b>		
Standard ISDN2 rate (per basic access)	61,5092	74,43
Closed user group (per group)	price to be multiplied with # basic access	
	1,8592	2,25
<b>Enterprise Voice Multi (2 channels)</b>		
Standard rate	47,4204	57,38
<b>CALL ATTEMPT ISDN-2</b>		
Call attempt towards another ISDN- or Proximus TWIN line or from an ISDN - Proximus TWIN line to a line belonging to a digital mobile telephone network (call is not completed because the party called is on the line or doesn't reply); per call	0,012645	0,0153
<b>ADDITIONAL REPAIR SERVICES (per line or basic access)</b>		
Telephony Guaranty Pro (See specific costs and indemnities)	3,5500	4,30
<b>DISCOUNTPLAN FOR ISDN-2 / ISDN<i>o</i>IP-2 (BA)</b>		
<b>DISCOUNT ON VOLUME</b>		
Monthly subscription charge	500,0000	605,00
Reduction (on monthly subscription) based on volume		
500 to 999	4% discount	
1000 to 1499	4,8% discount	
1500 to 1999	5,6% discount	
2000 to 2499	6,4% discount	
2500 to 2999	7,2% discount	
3000 to 3499	8% discount	
3500 to 3999	8,8% discount	
4000 to 4499	9,6% discount	
>=4500	10% discount	
<b>DISCOUNT ON LONG TERM</b>		
Monthly subscription charge	500,0000	605,00
A 3 year contract is signed	10% discount	
<b>ADDITIONAL SERVICES</b>		
<b>2 ANALOGUE PORTS ON ISDN<i>o</i>IP-2</b>		
Access charge	66,9421	81,00
Monthly subscription charge	3,0000	3,63
<b>CHOICE OF CALLING NUMBER FROM AVAILABLE NUMBERS</b>		
<i>not applicable for series of 10 numbers</i>		
Access charge	223,1042	269,96
Monthly subscription charge	4,9579	6,00
<b>KEEP THE SAME CALLING NUMBER IN THE SAME TELEPHONE ZONE</b>		
Access charge	Free	
<b>CHANGE OF CALLING NUMBER</b>		
Access charge	27,5042	33,28
<b>SECRET UNPUBLISHED NUMBER</b>		
Monthly subscription charge for the first number	Free	
For the other numbers (same titular and same address)	Free	
<b>PASSWORD' CHANGE (per line)</b>		
Access charge	0,0000	0,00
Monthly subscription charge	0,6016	0,73

<b>CALLING RESTRICTION TO INFOKIOSK (077, 0903, some 50 remote countries)</b>		
Access charge	Free	
<b>CALLING RESTRICTION TO 090-NUMBERS (to 090-numbers, except numbers giving access to internet servers [from 090930 to 090936 inclusive])</b>		
Access charge	Free	
<b>PERMANENT CALLING RESTRICTION per type of traffic (per line)</b>		
Access charge	0,0000	0,00
Monthly subscription charge	3,2232	3,90
<b>REMOTE CONTROLLED TRAFFIC RESTRICTION for all types of traffic (per line)</b>		
Access charge	0,0000	0,00
Monthly subscription charge	3,2232	3,90
Per activation	0,1239	0,15
<b>PERMANENT INCOMING CALL BARRING</b>		
Access charge	0,0000	0,00
Monthly subscription charge	3,2232	3,90
<b>PRE-SET NUMBER DIAL BY LIFTING RECEIVER (hot line)</b>		
<i>Only TWIN, ISDN-2 Standard</i>		
Access charge	0,0000	0,00
Monthly subscription charge	3,2232	3,90
<b>AUTOMATIC SIGNALING OF BILLING UNITS</b>		
Monthly subscription charge	3,2232	3,90
<b>VALUE-ADDED SERVICES</b>		
Caller ID restriction (non-display of your number - CLIR)	Free	
Name display (Caller ID - CNIP)	2,4711	2,99
Anonymous Call Rejection - (ACR)	2,4711	2,99
<b>RINGBACK</b>		
Per call	Free	
<b>PHONE MAIL SERVICES</b>		
Activation and deactivation of service	Free	
Consulting received messages	Free	
From Belgium	National Tariff	
From another country	International Tariff	
Programming of greeting	Free	
From a fixed-line telephone	Free	
From another fixed-line telephone in Belgium	National Tariff	
Notification	Free	
To a pager	Free	
To a landline or mobile telephone in Belgium	Same tariff as from a landline	
To another country	Same tariff as from a landline	
<i>Caller forwarded to phone mail pays for his call without supplement.</i>		
<b>PHONE MAIL BASIC SERVICES</b>		
Activation and deactivation of service	Free	
Listen to received messages	Free	
<i>The caller forwarded to phone mail pays for his call without a supplement.</i>		

1.3. DIGITAL LINES (ISDN-30)/Enterprise Voice Multi 30-60-90-120 (per 30 channels)	Excl. VAT (EUR)	Incl. VAT (EUR)
<b>SERVICE CALLS</b>		
<b>ACTIVATION COSTS INCLUDED</b>		
<b>ISDN-30/Enterprise Voice Multi 30 activation</b>		
per system	1.930,5948	2.336,02
<b>ISDN-30 activation - Inside BCS</b>		
per system	965,2974	1.168,01
<b>Exception: costs in case of merger, take-over of lines or configuration</b>		
<i>Rate applied without a subscription interruption</i>		
Flat rate whatever the number of lines	250,0000	302,50
<b>Loadsharing activation</b>		
Outside BCS	250,0000	302,50
Inside BCS	125,0000	151,25
<b>Service Level Agreement (SLA) - Enterprise Voice Multi</b>	On request	
<b>CHANGE OF LINE CONFIGURATION</b>		
For all changes	Free	

<b>CHARGE FOR INSTALLATION OR CHANGE OF INDOOR INSTALLATION</b>		
Supply, laying of required cables	On request	
<b>SPECIAL CONNECTIONS</b>		
Exceptional connections	On request	
<i>Connection to another exchange in the same telephone zone</i>		
Temporary connection		
<i>Temporary connection of fixed duration (max. 60 days)</i>		
Activation of the line	Standard Price	
Charge for service call (if required)	On request	
<b>MONTHLY SUBSCRIPTIONS- PER LINE</b>		
<b>ISDN-30/Enterprise Voice Multi (per 30 channels)</b>		
Standard national rate ISDN-30	471,3546	570,34
Standard national rate Enterprise Voice Multi (per 30 channels)	378,2049	457,63
Numbering		
Direct dialing (per 10 numbers)	7,4368	9,00
Direct dialing (per 100 numbers)	32,0000	38,72
Direct dialing (per 1000 numbers)	128,0000	154,88
Direct dialing (per 10,000 numbers)	1.152,0000	1.393,92
Closed user group (per group), price per PRA (ISDN-30)	27,8880	33,74
Inbound Call Security	Free	
Permanent restriction of identification of the line	Free	
Loadsharing service, price per PRA (ISDN-30)	42,0000	50,82
<b>EXCEPTIONAL CONNECTIONS</b>		
Standard national rate (per Primary Rate Access)	457,4470	553,51
In addition to the standard subscription	89,4400	108,22
Supplement by HM in a straight line between telephone exchanges	5,3297	6,45
<b>DISCOUNTPLAN FOR ISDN-30</b>		
Monthly subscription charge	30,0000	36,30
Reduction (on monthly subscription) based on volume		
1 to 14	0% discount	
15 to 19	12% discount	
20 to 39	13% discount	
40 to 59	14% discount	
60 to 79	15% discount	
80 to 99	16% discount	
100 to 119	17% discount	
120 to 139	18% discount	
140 to 159	19% discount	
>=160	20% discount	
Discounts on the installation fee of 2 ISDN-30 (per year)		
<b>ADDITIONAL SERVICES - PER 30 channels</b>		
<b>CALLING RESTRICTION TO INFOKIOSK (077, 0903, some 50 remote countries)</b>		
Access restriction	Free	
<b>CALLING RESTRICTION TO 090-NUMBERS (to 090-numbers, except numbers giving access to internet servers [from 090930 to 090936 inclusive])</b>		
Access charge	Free	
<b>PERMANENT TRAFFIC RESTRICTION by type of traffic</b>		
Monthly subscription charge	46,4800	56,24
<b>PERMANENT INCOMING CALL BARRING</b>		
Monthly subscription charge	46,4800	56,24
<b>AUTOMATIC SIGNALING OF BILLING UNITS (ISDN-30)</b>		
Monthly subscription charge	46,4800	56,24
<b>1.4. INTERNET</b>		
<b>FOR STAND-ALONE PC</b>		
<b>INSTALLATION</b>		
<b>Activation (Installation Do-It-Yourself kit included)</b>	48,7603	59,00
<b>Installation of Internet and/or TV by Proximus</b>		
Full Installation	48,7603	59,00
<b>Optional services</b>		
Purchase of Wi-Fi USB stick	28,9256	35,00
<i>Material, installation and configuration included.</i>		

Additional cable (price per meter) <i>In the "Full install"-type installation formula's, 20 metres of cable are included</i>	2,4789	3,00
<b>Late cancellation</b>	48,7603	59,00
<b>Internet ESSENTIAL SUBSCRIPTION (internet abon. incl.)</b>		
Monthly subscription charge	23,1405	28,00
<b>Internet Essential Fiber SUBSCRIPTION (internet abon. incl.)</b>		
Monthly subscription charge	23,1405	28,00
<b>Internet START FIBER SUBSCRIPTION (internet abon. incl.)</b>		
Monthly subscription charge	35,4959	42,95
<b>Internet COMFORT SUBSCRIPTION (internet abon. incl.) **</b>		
Monthly subscription charge	38,0083	45,99
<b>Internet MAXI SUBSCRIPTION (internet abon. incl.)</b>		
Monthly subscription charge	47,9256	57,99
<b>Internet MAXI FIBER SUBSCRIPTION (internet abon. incl.)</b>		
Monthly subscription charge	52,0578	62,99
<b>BIZZ INTERNET SUBSCRIPTION (internet abon. incl.)</b>		
Monthly subscription charge	60,3442	73,02
<b>ADDITIONAL VOLUME Internet Essential and Internet Comfort</b>		
20 GB	4,1322	5,00
<b>Internet SECURITY</b>		
Norton Security 1	2,4711	2,99
Norton Security 5	6,6033	7,99
<b>Fixed IP option</b>		
Monthly subscription charge	30,0000	30,25
<b>Office &amp; Go Comfort</b>		
Monthly subscription charge	43,6360	52,80
<b>Bizz Services Maxi</b>		
Monthly subscription charge	53,5533	64,80
<b>Bizz Services Intense</b>		
Monthly subscription charge	65,9719	79,83
<b>FOR COMPUTER NETWORKS</b>		
<b>Office &amp; Go Pro</b>		
Monthly subscription charge	92,0000	111,3200
Installation	275,0000	332,7500
Configuration changes (per change request )	50,0000	60,5000
<b>Office &amp; Go Pro Extended</b>		
Monthly subscription charge	149,0000	180,2900
Installation	275,0000	332,7500
Configuration changes (per change request )	50,0000	60,5000
<b>Office &amp; Go Pro Essential</b>		
Monthly subscription charge	92,0000	111,32
Installation	275,0000	332,7500

1.5. TV	Excl. VAT (EUR)	Incl. VAT (EUR)
<i>Use of modem compatible with TV is necessary (possibility of buying via the Proximus points of sales)</i>		
<b>INSTALLATION</b>		
<b>Activation (Installation Do-It-Yourself kit included)</b>	48,7603	59,00
<b>Installation of Internet and/or TV by Proximus</b>		
Full Installation (activation included)	48,7603	59,00
<b>Optional services</b>		
Ethernet adapter (PLC) for 1 TV (2 adapters)	66,1157	80,00
Ethernet adapter (PLC) for 2 TV's (3 adapters)	81,8182	99,00
Additional Ethernet adapter plugged into the electric mains (PLC)	41,3223	50,00
Adapter for wireless TV (Ruckus) - 1 T (2 adapters)	66,1157	80,00
Additional adapter for wireless TV (Ruckus)	41,3223	50,00
Purchase of Scart-connector - Connection of existing DVD or VCR (test not included)	20,6612	25,00
<i>Required in order to keep existing DVD or VCR in no free scart connector available on TV. Material and connecting included.</i>		
Purchase of Wi-Fi USB stick	28,9256	35,00
<i>Material, installation and configuration included.</i>		
Additional cable (price per meter)	2,4789	3,00

<i>In the "Full install"-type installation formula's, 20 metres of cable are included</i>		
<b>Decoder and remote control</b>		
Rental 1st TV Box (decoder)	9,0909	11,00
Rental 2nd TV Box (decoder)	6,6116	8,00
Rental 3rd and 4th TV Box (decoder)	4,9587	6,00
<b>Remote control (sale)</b>	12,3967	15,00
<b>TV SUBSCRIPTION/TV ON DEMAND</b>		
Monthly subscription charge TV	11,1607	13,50
Monthly subscription charge Proximus Pickx app	4,0909	4,95
Monthly subscription charge TV Replay	2,4793	3,00
Monthly subscription charge TV Replay+	6,6116	8,00
Monthly subscription charge Netflix (1 screen in SD)	7,4298	8,99
Monthly subscription charge Netflix (2 screens in ND)	11,1488	13,49
Monthly subscription charge Netflix (4 screens in UHD)	14,8678	17,99
Monthly subscription charge Pickx Mix	10,7355	12,99
Monthly subscription Pickx Sports	15,6942	18,99
Monthly subscription Pickx All Stars	28,0909	33,99
Monthly subscription Pickx All Stars & Sports	37,1818	44,99
Monthly subscription Pickx+	4,1239	4,99
Monthly subscription charge BeTV	20,6529	24,99
Disney+, monthly subscription charge	9,0826	10,99
Steamz, monthly subscription charge	4,9174	5,95
Studio 100 GO pass, monthly subscription charge	4,9174	5,95
Movies & Series, monthly subscription charge	9,0826	10,99
Adult, monthly subscription charge	16,4876	19,95
RTL à l'infini Selection, monthly subscription charge	4,9174	5,95
VRT Net gemist, monthly subscription charge	4,9174	5,95
Catalog of movies from 2,99 to 7,5€/movie depending on type of movie	4,9174	5,95

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