

MOBILE INTERNET

Contract summary

This contract summary provides the main elements of this service offer as required by EU law ⁽¹⁾. It helps to make comparison between service offers. Complete information about the service is provided in other documents.

Services

Mobile Internet Access

In Belgium and EU:	Mobile Internet XXS	Mobile Internet XS	Mobile Internet S	Mobile Internet M	Mobile Internet L
Call minutes	-	-	-	-	-
Text messages	-	-	-	-	-
Data	500 MB	1 GB	2 GB	5 GB	8 GB

EU = European Union countries + Iceland, Liechtenstein, Norway and the United Kingdom

Speeds of the Internet service and remedies

Mobile internet access *	estimated maximum speed **				optimal maximum speed ***
	2G	3G	4G	5G	
Download	200 Kbps	21 Mbps	220 Mbps	420 Mbps	1 Gbps
Upload	100 Kbps	2 Mbps	60 Mbps	88 Mbps	100 Mbps

* Subject to compatible terminal

** 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.

(1) Article 102 (3), of Directive (UE) 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)

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.

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 (UE) 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)

Price

- **Monthly fee (VAT incl.):**

Mobile Internet XXS	Mobile Internet XS	Mobile Internet S	Mobile Internet M	Mobile Internet L
€ 5	€ 10	€ 15	€ 25	€ 36,18

- **Consumption-related charges or out-of-bundle charges (National / EU, VAT Incl.):** € 0,12/MB, € 0,2196/min, € 0,15/SMS, € 0,50/MMS.
- **Roaming tariffs outside EU and international tariffs:** [International & roaming](#)
- **Compatible options:** [Extra Data](#)

Duration, renewal and termination

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

Features for end-users with disabilities

Detailed information on adapted solutions: 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.

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