

ENTERPRISE CALL & SURF PACKS

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.

Services and equipment

The Pack includes fixed internet access, fixed voice telephony and a Business Continuity solution.

Fixed Internet Access:

A choice of the following pack internet flavours must be made:

	Internet Pro	Internet Pro +	FullFiber	FullFiber Extended
Fixed Internet Access	yes	yes	yes	yes
Unlimited internet volume (without Fair Use Policy)	yes	yes	yes	yes
IPv4-address and IPv6-block	dynamic (*)/dynamic	Fix/Fix	dynamic (*)/dynamic	Fix/Fix
Standard Wifi	included	included	included	included
Router	Bbox modem (equipment)	One Access-router (equipment)	Bbox modem (equipment)	One Access-router (equipment)
DNS (.be-address)	included	included	included	included
IT assistant: 1 telephone intervention per month	included	included	/	/
10 e-mail addresses	included	/	inbegrepen	/
Mobile back up (back up the connectivity via 4G network)		included		included
Mobile Wifi equipment	included	/	included	/

(*) can optionally be switched to a fixed IPv4 address

Fixed voice telephony

⁽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 (O J L 321, 17.12.2018, p.36)

A choice can be made from the following products:

- Phone line
- Enterprise Voice Converged (Multi 2 to max 16 channels) with IP Telephony Guarantee Pro (5h) included

Option included in the pack:

- Voice Managed Services (Voice Continuity): management of incoming calls

	Internet Pro	Internet Pro +	FullFiber	FullFiber Extended
Voice Managed Services (Voice Continuity) (max # numbers included)	5	10	5	10

Other compatible options:

- Unlimited calls national/international: activation on an individual number of a Phone Line, Telephony over IP, Bizz IP Telephony Mono/Duo, Enterprise Voice line
- Unlimited calls national/international Enterprise: activation on all numbers that are part of the Enterprise Voice configuration, applicable to individual numbers and dialling ranges DDI10. Customer must have at least one DDI10 dialling sequence
- Bizz ip box: An IAD which terminates the Enterprise voice service and to which the ISDN-2 or SIP telephone exchange can be connected.
- Numbering plan: can also be taken with the Enterprise voice solution.

Speeds of the internet service

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

(1) Your fixed internet speed depends on your address, see Speedtest internet connection | Proximus and select Internet Pro, Internet Pro , FullFiber or FullFiber Extended. www.proximus.be/professional/internetspeed

Price

Subscription (in €per month VAT excl.)

	Internet Pro	Internet Pro +	FullFiber	FullFiber Extended
1 voice channel	€77,22	€104,36	Not available	Not available
2 voice channels	€96,43	€123,58	€128,94	€154,27
4 voice channels	€119,43	€146,58	€151,94	€177,27
6 voice channels	€142,43	€169,58	€174,94	€200,27
8 voice channels	€165,43	€192,58	€197,94	€223,27

(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 (O J L 321, 17.12.2018, p.36)

10 voice channels	€188,43	€215,58	€220,94	€246,27
12 voice channels	€211,43	€238,58	€243,94	€269,27
14 voice channels	€234,43	€261,58	€266,94	€292,27
16 voice channels	€257,43	€284,58	€289,94	€315,27

Compatible options: subscription (in €per month VAT excl.)

Voice Managed Services (Voice Continuity)	Price on request
Unlimited calls national/international (per number per month)	€9,50
Unlimited calls national/international Enterprise (per range per month)	€28,00

https://www.proximus.be/en/id_cl_enterprisecallsurf/companies-and-public-sector/telephony/internet-and-landline-in-a-pack.html

Bizz Ip box	€8,50
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Numberings plan	
Individual number (per number)	€1,49
Range of 10 numbers (per range)	€7,44
Range of 100 numbers (per range)	€32,00
Range of 1000 numbers (per range)	€128,00

Additional non-recurring costs (in €, VAT. excl.)

Activation costs	Internet Pro	Internet Pro+	FullFiber	FullFiber Extended
	€48,76	€250	€450	€450

Installation costs	
Bizz ip box	€52.07
Phone Line / Bizz IP Mono	€48.76
Enterprise Voice - 2 Channels	€66.94
Enterprise Voice - 4 Channels	€100.41
Enterprise Voice - 6 Channels	€133.88
Enterprise Voice - 8 Channels	€167.36

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Enterprise Voice - 10 Channels	€200.83
Enterprise Voice - 12 Channels	€234.30
Enterprise Voice - 14 Channels	€267.77
Enterprise Voice - 16 Channels	€301.24

Duration, renewal and termination

- Fixed term of 24 months. At the end of the initial period the contract is tacitly extended for an undefined period.
- Termination in writing at any time by means of a 1 month notice period.
- Service charges due until the service is deactivated. In case of early termination during the initial term, the termination indemnity indicated in the contract is due.

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. 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)