CONTRACT SUMMARY

SCARLET INTERNET
LOCO + MOBILE HOT

Proximus PLC under Public Law
Bd. Du Roi Albert II 27
B-1030 Brussels
Customer service +32 2 275 27 27

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

- **Fixed internet:**
  - unlimited download volume*,
  - internet modem included on rental basis (€0)

* Fair usage policy: 3 TB/month. Beyond that, surf at reduced speed of 3 Mbps (download) and 1 Mbps (upload) or at normal speed with the purchase of additional volume (one-time or recurring)

- **Mobile Voice Telephony and Mobile Internet Access**

Belgium en Zone EU	
Call minutes	unlimited
Text messages	unlimited
Data	65 GB

The included minutes, text messages and GB are valid in Belgium and the Zone EU (roaming) to all fixed and mobile networks, excluding calls/text messages to special or premium numbers, excluding international calls/text messages from Belgium to numbers abroad, excluding MMS.

Zone EU = the 26 countries other than Belgium that are officially part of the European Union, as well as Iceland, Liechtenstein, Norway and any other country that Proximus chooses to include in the list of countries where the national tariff plan applies (updated list that can be consulted on www.scarlet.be/roaming)

Beyond the data volume included in your subscription, an additional fee per MB will be invoiced.

Available options:

- **Fixed internet:**
  Comfort option: 1TB volume for €5/month
  Scarlet Fiber Boost option: 300 Mbps download / 30 Mbps upload for €10/month

Speeds on the internet service and remedies

Fixed internet	Download speed	
	Download	*Upload*
	Min: (1)	Min: (1)
	Normally available: (1)	Normally available: (1)
	Max: (1)	Max: (1)

(1) Your fixed internet speed depends on your address, see, see Speedtest internet connection.

[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)

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In order to enjoy Scarlet internet, you must have access to the VDSL or Fiber network. The maximum download speed depends on the distance between the connection point and the telephone central, on your computer installation and your interior cabling.

Access to the Fiber network is necessary to be able to benefit from the Scarlet Fiber Speed Boost option.

Mobile:

Mobile internet access*	Estimated maximum speed**	
	Download	*Upload*
2G	200 Kbps	100 Kbps
4G/4G+	220 Mbps	60 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.

If the service quality of the Internet service presents a continuous or recurrent discrepancy, the consumer can lodge a complaint via our contact form.

Price

€52/month
New activation: €29
Installation: Free

- Self-installation (DIY): Set up your Scarlet services easily yourself, without technical knowledge. Your quick installation kit will be delivered to your home within 2 to 3 working days. Receive your equipment, follow the steps, and you're ready!
- Installation by a technician
  - Is self-installation not possible at your address? Then a technician will come to install your services for free. The installation will be carried out within approximately 10 working days.
  - Is self-installation possible, but you prefer help from a technician? Then you pay €79 for the installation. The installation will be carried out within approximately 10 working days.

Consumption-related charges or out-of-bundle charges (National / Zone EU): €0.16/min., €0.60/GB and €0.07/MMS.
Roaming tariffs outside Zone EU and international tariffs: International & roaming

Duration, renewal and termination

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

Features for end-users with disabilities
https://www.scarlet.be/en/handicap/

Other relevant information

The abovementioned prices are VAT incl. 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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