

Price list for consumers, self-employed persons and small businesses up to 9 employees

VAT incl.

VAT excl.

1. Administrative fees

Administrative fees for reminders		
Fees per reminder as of the 2 nd reminder	€10	
Maximum flat-rate compensation that can be claimed from a Customer for the recovery of a debt (including Proximus reminder costs and subcontracting costs, when Proximus entrusts the recovery of the debt to a third party).	Maximum 20 euros if the outstanding amount is less than or equal to 150 euros; - A maximum of 30 euros plus 10% of the amount due on the portion between 150,01 and 500 euros if the outstanding amount is between 150.01 and 500 euros; - A maximum of 65 euros plus 5% of the amount owed on the portion above 500 euros, up to a maximum of 2,000 euros if the amount owed is more than 500 euros	
Flat-rate compensation due by the Customer when Proximus entrusts the recovery of the debt to a third party.	Difference between the maximum amount defined above and the amount of the reminder fees invoiced by Proximus.	
Administrative fees for bill request		
Intermediate bill	€4.50	€3.72
Detailed bill		
First page	Free	
Per additional page	€0.37	€0.31
Repeated request for copy of bill (per copy)	€4.50	€3.72
Fixed compensation in case of non return of an equipment/device to Scarlet		
Non return of a Modem (b-box)	99€	
Fixed compensation for non return of a b-box at the end of the contract		
Non return of a TV decoder (all models)	149€	
Fixed compensation for non return of a TV decoder at the end of the contract		
Non return of a Wi-Fi Booster	50€	
Fixed compensation for non return of a Wi-Fi Booster at the end of the contract		
Fixed compensation for non return of another equipment/device at the end of the contract.	99€	
Administrative fees for reactivation per account (meaning per payment agreement)		
in order to put the product into service again after a suspension due to a failure to comply with obligations	€29	
Global take-over of all installations of a customer		
All accounts in the name of the old customer are closed and restarted in the name of the new customer		
Maximum take-over price, without eventual additional work	€302.50	€250
If additional work, surcharge charged per hour	€49.67	€41.05
Choice of calling number from available numbers		
Access charge	€ 270,00	€ 223,14
Monthly subscription charge	€ 6,00	€ 4,96
Keeping same calling number in the same telephone zone		
Access charge	Free of charge	
Change of calling number		
Access charge	€ 33,28	€ 27,50

2. Costs of additional services for fixed lines

Standard fee for earth-moving costs on private property per meter of trench <i>Repaving costs are charged as a supplement</i>	€15	€12.39
Installation changes: standard fees		
Flat rate		
Installation of additional connection point Phone Line	€ 13,00	€ 10,74
Installation of additional connection point ISDN	€24	€19.83
Installation of indoor cabling beyond connection point <i>Amount includes supply and installation</i>		
Up to six pairs - per meter (apparent or built-in)	€ 5	€ 4,13
Beyond six pairs	Estimated costs	
Other changes		
Not included in the above	Estimated costs	
Reduced social rate for all changes mentioned above	50% of the standard rate	
Move of your Scarlet products to a new adres		
	Free	
Labour costs for extra work not covered by flat rate		
Per quarter-hour for any work not included in flat rate	€20	€16.53

3. Costs of additional services for mobile phone

Change of the call number		
Up to 4 swaps within the year	Free	
As of the 4th swap within the year	€6.20	€5.12

4. Service disruption - Repair costs

Clearance of disruption		
Infrastructure (up to and including the primary access point): travel, work, spare part	Free	
Terminal equipment leased or sold with maintenance contract		
Travel (except if stipulated otherwise in general conditions)	€ 60,5	€ 50,00
Work per quarter-hour	Free	
Spare part	Free	
Terminal equipment sold without maintenance contract		
Travel	€ 60,5	€ 50,00
Work per quarter-hour	€20	€16.53
Spare part under guarantee	Free	
Spare part not under guarantee	Upon quotation	
Clearance of disruption caused by third party		
Travel	€ 60,5	€ 50,00
Work per quarter-hour	€20	€16.53
Spare part	Volgens bestek	
Forfait voor minor intervention (max. 30 min. work + max 2 m cable or 1 Internet splitter or endpoint replacement)	€85	€70.25
Replacement internet equipment (modem, router) due to a cause attributable to the customer (e.g. electrical voltage surge due to lightning on the site, wrong manipulation, physical damage to the unit, ...)		
Fixed compensation	€ 81,82	
Supplement for intervention outside of normal service hours (if not included in the line subscription)		
	€136	€112.40

5. Service disruptions - indemnities

Timings for solving service disruptions		
Standard subscription Phone Line, Duo and digital (ISDN-2, Twin): Clearance of disruption by end of working day following disruption report (standard working hours: from 8 a.m. to 4.30 p.m. Mondays to Fridays, excl. holidays)		

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(*) hours for repair of the service :Time used to clear the disruption, counting between the registration of the disruption, within the agreed timeframe for repairs and minus all time passed as a result of an event for which the stop-clock principle applies.		
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6. Compensation under the Easy Switch procedure

Automatic indemnity if the Proximus technician does not show up within the agreed time window	€ 30	€ 24.49
Automatic indemnity if the switch results in a service interruption of more than one working day on the Proximus network.	€ 10 per day	€ 8,26 per day
In case of late activation of services (at the express request of the Customer).	€ 6 per day	€ 4,96 per day

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