CONTRACT SUMMARY

SCARLET MOBILE RED	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

Mobile Voice Telephony and Mobile Internet Access

Belgium and Zone EU	
Call minutes	300
Text messages	unlimited
Data	10 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.

Speed of the internet service and remedies

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

[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

€8/month
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.