

CONTRACT SUMMARY

SCARLET TRIO

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 law¹. It helps to make comparison between service offers. Complete information about the service is provided in other documents.

Pack with Fixed Internet Access, Fixed voice and the Scarlet TV service

Services and equipment

- **Fixed internet:**
 - o unlimited* download volume
 - o including internet modem 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)

Available option: Comfort option: 1TB volume for €5/month

- **Fixed Voice telephony**

National: free unlimited calls to fixed numbers in Belgium on weekdays between 4pm and 8am and 24h/24 on weekends.

These conditions do not apply to special or premium numbers (070, 077, 09xx, 1xxx, etc.).

International calls at standard rates.

Available options:

Option Unlimited national landline calls 24h/24h for €5/month
Option Unlimited national mobile calls from 16h till 8h + WE for €5/month
Option Unlimited national mobile calls 24h/24h for €10/month
Option Unlimited international fixed calls from 16h to 8h + WE for €5/month
Option caller ID for €1.02/month
Option International Call Barring for €1.02/month + €2.5 one-time activation fee
Option Mobile Call Barring for €1.02/month+ €2.5 one-time activation fee

- **Scarlet TV service**
 - o More than 30 channels of which 20 in hd quality. The availability of hd content depends on your installation and the hd reach in your region.
 - o including decoder on rental basis (€0).

Available options:

Option rental extra HD-decoder for €4/month
Option TV Replay for €3/month
Option TV Replay + for €6/month
Option Pack Pickx Sports for €16,99/month
Option Pack Pickx Mix for €10,99/month

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)

Option Pickx+ channel for €4,99/month
 Option Pass VRT Net Gemist for €5,95/month
 Option Adult for €19,95/month

Speeds on the internet service and remedies

Fixed internet	Download speed	
	<i>Download</i>	<i>Upload</i>
	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](#).

In order to enjoy Scarlet internet, you must have access to the VDSL 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.

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

€42/month
 New activation: €29
 Installation by a technician: €50

Telephony	Fixed to fixed	Fixed to mobile
National from 8am to 4pm	€0.39/call	€0.16/min
National from 4 pm to 8 am	Free	€0.16/min + €0.09/ connection
Europe 1 , VS and Canada	€0.2299 /min	€0.2299 /min
Europe 2 , Maroc Telecom, Turkey, Congo (RDC)	€0.2299 /min + €0.15/ connection	€0.35/min + €0.15/ connection
All other countries	€1.25/min + €0.15/ connection	€1.25/min + €0.15 EUR/ connection

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.