

## CONTRACT SUMMARY

### SCARLET INTERNET LOCO + 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<sup>1</sup>. It helps to make comparison between service offers. Complete information about the service is provided in other documents.

#### Services and equipment

- **Fixed internet :**
  - o unlimited download volume\*
  - o 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 and Zone EU	
Call minutes	300
Text messages	unlimited
Data	1 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](http://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
- **Mobil:**
  - Extra Data option 5GB for €8/month
  - Extra Data option 10GB for €15/month

<sup>1</sup> 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)



## **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 or Fibre 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**	
	<i>Download</i>	<i>Upload</i>
2G	200 Kbps	100 Kbps
3G	21 Mbps	2 Mbps
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**

€42/month

New activation: €29

Installation by a technician: €50

Consumption-related charges or out-of-bundle charges (National / Zone EU): €0.16/min., €0.05/MB 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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