

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

Scarlet Fiber Boost option: 300 Mbps download / 30 Mbps upload for €10/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 €9/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 Pack Pickx Sports for €20.99/month
 Option Pack Pickx Mix for €12,99/month
 Option Pickx+ channel for €4,99/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 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.

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
VS and Canada	€0.2299 /min	€0.2299 /min
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

EU Zone 1. Bulgaria, Canada, Cyprus, Denmark, Germany, Estonia, Finland, France, French Guiana, Gibraltar, Greece, Guadeloupe, Hungary, Ireland, Iceland, Italy, Croatia, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Martinique, Mayotte, Monaco, Netherlands, Norway, Austria, Poland, Portugal, Réunion, Romania, San Marino, Slovenia, Slovakia, Spain, Czech Republic, United Kingdom, United States, Sweden.

EU Zone 2. Albania, Armenia, Bosnia and Herzegovina, Democratic Republic of Congo, Faroe Islands, Kosovo, Macedonia, Morocco, Moldova, Montenegro, Ukraine, Russia, Serbia, Turkey, Belarus, Switzerland

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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.