

CONTRACT SUMMARY

SCARLET TRIO (INT+TV+MOB)+ MOBILE HOT

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.

Services and equipment

Pack containing fixed internet and the service Scarlet TV with mobile voice telephony and mobile internet access

- **Fixed internet**
 - o Unlimited* download volume
 - o 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)

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

- **Mobile Voice Telephony and Mobile Internet Access**

Belgium and Zone EU	
Call minutes	unlimited
Text messages	unlimited
Data	13 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.

Available options:

Extra Data option 5GB for €8/month

Extra Data option 10GB for €15/month

- **Service Scarlet TV**

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)

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

Speeds on the internet service and remedies

Fixed internet	Download speed	
	Download	Upload
	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

€55/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.