

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).

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)

Available options:

- Option rental extra HD-decoder for €5/month
- Option TV Replay for €3/month
- Option TV Replay + for €9/month
- Option Pack Pickx Sports for €20.99/month
- Option Pack Entertainment Standard for €12,99/month Option
- Pickx+ channel for €4,99/month
- Option Adult for €19,95/month

- **Extras**

My e-Press: unlimited access to Le Soir or Het Laatste Nieuws Digitaal, available to residential customers.

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. _

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

€45/month

New activation: €29

Installation: Free

- o Self-installation (DIY): Set up your Scarlet services easily yourself, without technical knowledge. Your quick installation kit will be delivered to your home within 2 to 3 working days. Receive your equipment, follow the steps, and you're ready!
- o Installation by a technician
 - Is self-installation not possible at your address? Then a technician will come to install your services for free. The installation will be carried out within approximately 10 working days.
 - Is self-installation possible, but you prefer help from a technician? Then you pay €79 for the installation. The installation will be carried out within approximately 10 working days.

Telephony	Fixed to fixed	Fixed to mobile
National from 8am to 4pm	€0.39/call	€0.16/min + €0.09/ connection
National from 4 pm to 8 am + weekends	Free	
International	International tariffs	

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.