

## Contract summary

- This contract summary provides the main elements of this service offer as required by EU law<sup>1</sup>.
- It helps to make a comparison between service offers.
- Complete information about the service is provided in other documents.

## Services

- Mobile subscription for business use.
- Unlimited calls/texts to Belgian and EU fixed or mobile numbers, from Belgium or the EU, 24/7.
- 50 GB of mobile data included.
- Roaming outside the EU roaming zone as well as international calls are blocked by default. A request for its activation must be made in writing.
- VAS numbers (070, 090x, ... except 0800) are blocked by default; after activation unblockable via [My Citymesh](#) or the mobile App.
- Consumption can be followed up via [My Citymesh](#) or the mobile App.
- There is no predefined limit for unlimited usage. If the usage determined exceeds the average usage of 99% of Citymesh Mobile customers, Citymesh may intervene. This is to maximize the quality of service for all Citymesh Mobile customers. For more details, please refer to article 13.2 of the [Citymesh Connect Special Conditions Mobile Services](#).
- Fair use means that a Citymesh Mobile subscription is intended solely for individual use by a professional Citymesh customer. It is not intended for use that is incompatible with the use that can be expected of a normal professional user. In the event of improper use, Citymesh reserves the right to suspend and/or terminate the contract and/or take any other action it deems appropriate or necessary. For more details, please refer to article 13.3 of the [Citymesh Connect Special Conditions Mobile Services](#).

## Speeds of the internet service and remedies

Maximum estimated speed:

- 2G: 200 Kbps download / 100 Kbps upload
- 4G: 220 Mbps download / 60 Mbps upload

The maximum estimated speed is the value of the speed that the Citymesh Mobile customers can expect in different places of the covered territory under realistic usage conditions. These values were determined by Proximus based on objective measurement campaigns and are the average of the measurements carried out over the territory. In certain cases, the customer may not reach these maximum values due to possible limitations of the mobile equipment. Other factors influencing the maximum estimated speeds are the number of co-users connected to the same cell tower at the same time and the type of service the customer uses (Apps, website, e-mail services). The distance between the end-user device and the cell tower, the geographic and climatic conditions, the indoor use (including the characteristics of the building) and the outdoor use of the mobile service also affect the speed reached at a given location at a given moment.

Problems with the speed you achieve? Create a helpdesk ticket. Not satisfied with the solution? Contact customer service via the above contact details. Not satisfied with the solution? Contact the Telecommunications Ombudsman's Office<sup>2</sup>.

## Price<sup>3</sup>

- |   |                                       |
|---|---------------------------------------|
| - Subscription fee  | € 14 per month                        |
| - Consumption charges   |                                       |
| ○ mobile data within BE   | € 0,003 / MB                          |
| ○ mobile data within EU   | € 0,0015 / MB                         |
| - Calls to emergency numbers  | Free of charge                        |
| - International and roaming call rates can be viewed via <a href="#">this PDF</a> . |                                       |
| - Rates for calls to VAS numbers can be checked on <a href="#">this page</a> .      |                                       |
| - Listening to voicemail  |                                       |
| ○ within Belgium and zone EU  | Free of charge                        |
| ○ from the rest of the world  | Roaming charges for a call to Belgium |
| - Keeping your current number   | Free of charge                        |
| - Billing   |                                       |

<sup>1</sup> Article 102(3) of Directive (EU) 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).

<sup>2</sup> Telecommunications Ombudsman's Office, Koning Albert II-laan 8 bus 3, 1000 Brussels - mail: [klachten@ombudsmantelecom.be](mailto:klachten@ombudsmantelecom.be) - tel. 02 223 09 09 - fax. 02 219 86 59.

<sup>3</sup> Prices quoted are exclusive of VAT.

- |                        |            |
|------------------------|------------|
| ○ calls within Belgium | Per second |
| ○ calls within the EU  | Per second |
| ○ calls outside the EU | Per second |
| ○ mobile data          | Per KB     |

## **Duration, renewal and termination**

- The agreement has an initial term of one (1) month from the effective date. In the event of termination within the initial term of the contract, the volume included but not consumed will not be reimbursed pro rata.
- Without written notice before the expiry date of the minimum contract period, the contract will automatically be renewed for an indefinite period, after which it can be terminated at any time without compensation.
- After termination of the contract, a final settlement of call costs not yet charged can follow.

## **Features for end-users with disabilities**

No specific products or services available.