

Marketing-numbers – 090x

Contract summary

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

Service

Fixed line telephony

Marketing numbers are virtual numbers that are routed to one or more predefined destinations based on various criteria such as language, origin of the call, day and time of the call, a voice menu or a combination of these criteria.

For 090x numbers, Proximus collects the money from end-users calling from a Belgian number. The money collected is paid in full to the number holder.

For a 090x number, the caller pays a uniform rate for all operators, provided he or she is calling from a Belgian fixed or mobile network that uses the same interconnection rates as Proximus.

The format of the number and the level of retribution for a given number may vary according to the type of service offered by the number holder, in accordance with the law in force.

The level of retribution corresponds to the tariff applied to the caller.

General purpose :

| | | | |
|------|-------------|----|-----------|
| 0900 | : 0.25€/min | or | 0.50€/min |
| 0902 | : 0.75€/min | or | 1.00€/min |
| 0903 | : 1.25€/min | or | 1.50€/min |
| 0904 | : 1.75€/min | or | 2.00€/min |

Games, competitions, logos, ringtones, astrology and other entertainment services :

| | | | | | | | |
|------|--------------|----|-------------|----|-------------|----|-------------|
| 0905 | : 0.25€/call | or | 0.50€/ call | or | 0.75€/ call | or | 1.00€/ call |
| | 1.25€/ call | or | 1.50€/ call | or | 1.75€/ call | or | 2.00€/ call |

Adult services :

| | | | | | | | |
|------|-------------|----|-----------|----|-----------|----|-----------|
| 0906 | : 0.25€/min | or | 0.50€/min | or | 0.75€/min | or | 1.00€/min |
| 0907 | : 1.25€/min | or | 1.50€/min | or | 1.75€/min | or | 2.00€/min |

« Flexible charging » : (These numbers are not accessible from a mobile phone)

| | | | | |
|------|-----------------|-----------|----|-----------|
| 0909 | : 1.00€ setup + | 0.00€/min | or | 3.00€/min |
| | 3.50€ setup + | 0.00€/min | or | 2.75€/min |
| | 6.00€ setup + | 0.00€/min | or | 2.50€/min |
| | 8.50€ setup + | 0.00€/min | or | 2.25€/min |
| | 11.00€ setup + | 0.00€/min | or | 2.00€/min |
| | 13.50€ setup + | 0.00€/min | or | 1.75€/min |
| | 16.00€ setup + | 0.00€/min | or | 1.50€/min |
| | 18.50€ setup + | 0.00€/min | or | 1.25€/min |

⁽¹⁾ Article 102, paragraphe 3, de la directive (UE) 2018/1972 du Parlement européen et du Conseil du 11 décembre 2018 établissant le code des communications électroniques européen (JO L 321 du 17.12.2018, p.36)

21.00€ setup + 0.00€/min or 1.00€/min
31.00€ setup + 0.00€/min

In addition to the rental fee for the marketing number, the number holder is also billed for the traffic linked to the number, depending on the duration, the origin of the call, the destination and the use of the various routing possibilities. A Marketing number is always associated with a pricing plan. The price of the calls (setup + price/min) also depends on the volume of the call.

Each tariff plan has a monthly subscription that is equal to the call credit linked to that tariff plan. Unused call credit is transferred once to the next month.

The number holder, and therefore the service provider, is subject to the Code of Conduct for 070 and 090x numbers: <http://www.proximus.be/codeofconduct>

Price

Monthly fee (in €, excl. VAT)

- If the number is linked to a tariff plan on number level:
 - Subscription per number (also valid as call credit): € 40 / month
 - Subscription to the tariff plan: included
 - The call credit is consumed on the basis of the Packline tariff plan

- If the number is linked to a tariff plan on customer level:
 - Rate applicable to all 090x numbers of the customer
 - Subscription per number: € 12.5 /month
 - Subscription to the tariff plan (1 per customer) (also valid as call credit): € 500, 2000 or 5.000/month
 - The call credit is consumed on the basis of the Corporate rate plan 500, 2000 or 5000, at the customer's choice

- **Consumption-related tariffs (in €, excluding VAT)**
 - The call credit is consumed based on the tariff plan chosen by the customer.
 - One the call credit is used, additional calls are charged based on the same tariff plan.
 - Price of the calls according to the chosen tariff plan (the tariff is expressed per minute but applied per second)

The price of calls depends on the format and level of retribution chosen by the customer, as well as the origin, destination and time of the call.

Details of existing tariffs being to long for this page, they can be obtained on request.

For example: the rate applied to a 0900 at 0.50€/min will be:

(the rate is per minute, but applied per second)

(¹) Article 102, paragraphe 3, de la directive (UE) 2018/1972 du Parlement européen et du Conseil du 11 décembre 2018 établissant le code des communications électroniques européen (JO L 321 du 17.12.2018, p.36)

| Packline | Setup (€) | Peak (€/min) | Off peak (€/min) |
|----------|-----------|--------------|------------------|
| F2F | 0,0315 | 0,0995 | 0,0860 |
| F2M | 0,0275 | 0,1175 | 0,1085 |
| M2F | 0,0260 | 0,2145 | 0,2050 |
| M2M | 0,0215 | 0,2325 | 0,2270 |

- For calls with voice menu's or messages, a surcharge of € 0,0250/min is applied to the price per minute.

Additional fixed programming costs (prices in €, excl. VAT)

- Simple translation: € 20 per translation
- Complex translation: on request

Duration, renewal and termination

Undefined term. Termination, in writing, at any time and free of charge.

Features for end-users with disabilities

Detailed information on adapted solutions : www.proximus.be/handicap

Other relevant information

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. By submitting his order, the customer accepts the general and specific terms and conditions as well as the other pre-contractual information available at www.proximus.be/legalmentions

(¹) Article 102, paragraphe 3, de la directive (UE) 2018/1972 du Parlement européen et du Conseil du 11 décembre 2018 établissant le code des communications électroniques européen (JO L 321 du 17.12.2018, p.36)