



Article 1: General information

These general terms and conditions (hereafter referred to as "General Terms and Conditions") are applicable to the use of all parts of the websites (including the mobile ones) created by Proximus public limited company of Belgian Public Law hereafter referred to as Proximus, Bd. du Roi Albert II 27, 1030 Brussels (hereafter referred to as the "Sites").

A user is someone who obtains access to the Sites (hereafter referred to as "User").

For certain services offered via the Sites (hereafter referred to as "Additional Services"), special terms and conditions apply (hereafter referred to as "Special Terms and Conditions"). Moreover, for certain Additional Services, specific terms and conditions also apply (hereafter referred to as "Specific Terms and Conditions"). If the Special Terms and Conditions deviate from the General Terms and Conditions, the Special Terms and Conditions shall prevail. If the Specific Terms and Conditions deviate from the Special Terms and Conditions, the Specific Terms and Conditions shall prevail.

By using the Sites and/or the Additional Services, the User fully and unconditionally accepts the General, Special and Specific Terms and Conditions that apply thereto and undertakes to comply with them. If the User does not agree with the General, Special and Specific Terms and Conditions, he shall refrain from making any use whatsoever of the Sites and/or Additional Services.

In case of a breach of the General, Special and Specific Terms and Conditions, Proximus reserves the right to refuse access to the Sites, without prejudice to the right of Proximus or any third party to claim compensation for all direct and indirect damage sustained as a result of the breach.

Proximus reserves the right to amend these General Terms and Conditions in full or in part, at any time and without notice. Regular consultation of these General Terms and Conditions is therefore recommended, in order to remain up to date with the latest version.

In this document, "invoice" refers to the document referred to as invoice or any other document by which Proximus claims payment of its services or collects, for and on behalf of third parties, the amounts related to the services of these third parties.

Article 2: Use of the Sites and/or Additional Services

Use of the Sites and/or Additional Services is in principle free of charge.

To be able to use certain Sites and/or Additional Services, the User must register, provide certain data and/or create an access code and/or password. If the User does not agree to this, he will not be able to use the parts concerned of the Sites.

Where the use of certain Sites and/or Additional Services is paying, the User will be advised thereof in advance, along with the applicable terms and conditions, prices, and method of payment.

Proximus provides the User of the Sites and/or Additional Services with a non-exclusive, non-transferrable license for an indefinite period of time to download the contents of the Sites and/or Additional Services for the sole purpose of reproducing those contents on one computer. This license may however be revoked at any time, without a reason having to be given. The User may print out one copy of the contents of the Sites and/or Additional Services, provided this is for his own use and the contents are not changed in any way.

The Sites and/or Additional Services may only be used only for personal and private purposes **by residential customers and only for internal purposes by business customers**. Consequently, any commercial use of the Sites and/or Additional Services is strictly prohibited.

Users shall not perform any acts that might destroy the Sites and/or Additional Services or disrupt their proper functioning. In case of misuse or improper use, Proximus reserves the right to suspend and/or cancel the User's access to the Sites and/or Additional Services without official notice or warning.

Article 3: Copyright and right of the database producer

All brands, copyrights, patents, intellectual and other property rights which apply to the Sites and/or Additional Services shall remain the property of Proximus at all times. The Sites and/or Additional Services constitute both a copyright-protected work and databases to which Proximus owns the copyrights and producer rights. The texts, layout, illustrations, photographs, films, graphics and other components of the Sites and/or Additional Services are copyright-protected. Any copy, adaptation, change, translation, rearrangement, publication, lease or any other type of use of all or part of the Sites and/or Additional Services, in any form or on any medium, whether electronic, mechanical or other, is strictly prohibited without prior written consent from Proximus. The database contents are protected by the sui generis right that entitles the producer to prohibit any retrieval and/or reuse of all or part of these contents. Any infringement of these rights may lead to criminal or civil prosecution.

Article 4: Brands and trade names

The names, logos and other signs that are used on the Sites and/or Additional Services (including but not limited to the Proximus, Proximus and Skynet logo and name) are legally protected brands and/or trade names. Any use of these or similar signs is strictly prohibited without Proximus's prior written consent.

Article 5: Liability

Proximus will make every effort **to ensure** the proper functioning of the Sites and Additional Services.

Barring deliberate acts and/or mandatory legal provisions, Proximus shall not be held liable in any way for any loss or damage (direct, indirect, material or immaterial, etc.) as a result of:

- (1) the contents of the Sites and Additional Services. Proximus does not guarantee the accuracy, adequacy or completeness of the information contained on the Sites and Additional Services. The information on the Sites and Additional Services, including information concerning products and services offered for sale, may be changed without prior notice.

Proximus takes utmost care in the creation, updating and maintenance of the Site. However, should the user note that the Site contains inaccurate or obsolete information or harmful or unlawful content, or believe that one of his rights (intellectual or other) has been infringed, he should report this immediately by clicking here (*mettre lien*) or, in the case of a comment, by clicking the exclamation mark located opposite the offending comment or go to the (*mettre lien*) section and provide the following details:

- Last name, first name and e-mail address
- A description of the exact location of the litigious content (which image, which sentence, etc.?)



- The reason why, according to him, this content should be changed or deleted.
- Mention of the fact that he wishes to draw Proximus 's attention only to the content in question or that he wants Proximus to consider his message as a complaint through which he reports personal harm.

(2) the use made of the Sites and Additional Services;

(3) the security of the Sites and Additional Services. This applies, among other things, but not limitatively, to any viruses, errors and computer fraud;

(4) the accessibility/availability of the Sites and Additional Services. Proximus does not guarantee that all functions of the Sites and Additional Services will always, via all technical means, be available without faults or interruptions or that faults or interruptions will be repaired immediately. In addition, Proximus may refuse or stop access to the Sites and Additional Services at any time and without prior notice.

Proximus cannot under any circumstances be held liable for services and/or products, or for their billing, if these are offered by third parties and are accessible via the Sites and/or Additional Services, even if Proximus receives payment for this or Proximus deals with the billing of these services and/or products for the account of third parties.

In all cases where Proximus is liable, its liability will be limited to €100.00.

The above limitations and/or exclusions of Proximus's liability apply insofar as they are valid by virtue of the applicable law.

Article 6: Privacy - Cookies

For more information, consult Proximus 's online [privacy policy here](#) and [cookie policy here](#).

Article 7: Contributions of Users

Users can share content (video, audio, text, photographic material, etc.) in certain places on the Sites (hereafter referred to as "Contributions"). The Users grant Proximus explicit authorization to reproduce these Contributions on the Sites and thus to share them with the public via the Internet, worldwide and without limitation in time, without being able to claim any financial or other remuneration in return.

The Users are fully and solely responsible for the contents of their Contributions and for the consequences of their dissemination via the Sites. The Users guarantee that they possess all the requisite rights and/or authorizations that are necessary for publication on the Sites as described above. The Users shall safeguard Proximus against any complaints, claims or actions of third parties or of any monitoring entity with respect to their Contributions.

Proximus does not carry out any prior checks of the Contributions. However, in the case of unlawful Contributions or Contributions which can reasonably be assumed to constitute an infringement of the rights of third parties, Proximus retains the right to not disseminate them or to remove them from its Sites, without prior notice to the User who submitted the content.

Article 8: Illegal, harmful, inappropriate contributions of Users and the notice & take down procedure

For this, please consult [here](#) the Terms and Conditions of Use of an

Internet access via the Proximus network.

Article 9: Hyperlinks

If the Sites and/or Additional Services contain hyperlinks (directly or via search engines) to websites which are not owned by Proximus, Proximus shall not be liable for the links or for the contents or the existence of those other sites. The presence of such links does not in any way imply that Proximus approves of them or that there are any ties with their owners.

It is prohibited to insert hyperlinks on the Sites that lead to another site, without prior written approval from Proximus.

Article 10: Nullity of a provision

The nullity, invalidity or unenforceability of one or several provisions of the General, Special and Specific Terms and Conditions shall not result in the nullity, invalidity or unenforceability of the Terms and Conditions in their entirety. The provision which is entirely or partially null, invalid or unenforceable shall be deemed as unwritten, while all other provisions shall remain fully applicable. The provision declared invalid shall then be replaced by another provision with the same effect.

Article 11: Waiver of rights

Any failure or delay in exercising a right resulting from the General, Special or Specific Terms and Conditions shall not be construed as an abandonment thereof. Any failure to exercise a right or only partially exercising a right does not preclude that right or any other right resulting from the General, Special or Specific Terms and Conditions from being exercised later.

Article 12: Applicable law

Belgian law shall apply to the Sites and/or the Additional Services. The Brussels courts shall have sole jurisdiction over disputes arising from the use of the Sites and the Additional Services.

SPECIAL TERMS AND CONDITIONS FOR USERS OF PROXIMUS IDENTIFICATION PLATFORMS

Article 1: Object

Proximus's identification platforms (hereafter referred to as "Identification Platform") enable users to create an account (hereafter referred to as "Account") so that, using one login and password, they can obtain access to certain online services and websites of the Proximus Group and of third parties authorized by Proximus (hereafter referred to as "Sites"), including but not limited to MyProximus, MyProximus/MyScarlet account etc.

A user (hereafter referred to as "User") in the sense of these Special Terms and Conditions is anyone who creates an Account on a Proximus Identification Platform.

The User accepts that, when logging into the sites of third parties by using the login and the password linked to his Account, personal data may be transferred by Proximus to these third parties.

Users can in principle combine different Accounts created on different Sites into a single Account and manage all the associated services from there. In case Accounts of different people are joined together, the Account owner's approval is required. The Account



owner gives his approval by transferring his login and password to the User. If the Account owner manages a Premium Club or Bizz Club membership, his approval means that the entire online management of the Premium Club or Bizz Club membership (including the exchange of points and the billing or amounts on all customer accounts which fall within the scope of the Premium Club or Bizz Club membership) is transferred to the Account owner to whom his Account is being joined.

Besides these Special Terms and Conditions, the General Terms and Conditions for users of Proximus's websites also apply. The Additional Services to which the Identification Platform gives access are governed by Specific Terms and Conditions which are appended to these Special Terms and Conditions.

Article 2: Access to the identification platforms for business customers

2.1 Designation of a Single Point of Contact (SPOC)

2.1.1. The customer must appoint one (1) or more MyProximus/MyScarlet SPOCs in his organization, so that his users' access to MyProximus/MyScarlet can be provided in a secure, controlled manner. The Customer must provide Proximus the identity and contact information of the SPOCs acting on his behalf.

All requests for access to MyProximus/MyScarlet must be made using the Registration Form on MyProximus/MyScarlet website. All requests for access to MyProximus/MyScarlet are sent automatically to the SPOC, who then validates them online in the system that Proximus makes available to that end on MyProximus/MyScarlet website. Proximus will only provide access to MyProximus/MyScarlet to those users whose requests have been approved by the SPOC in this system.

If a user's access must be canceled, the SPOC concerned must first send an e-mail request to: corporate.MyProximus@Proximus.be. Access to MyProximus/MyScarlet and use of the data obtained via this service are strictly limited to those users whose request has been approved by the SPOC.

2.1.2. If the customer has not appointed an SPOC, Proximus will provide access to MyProximus/MyScarlet to those persons identified in the Customer's registration form. By submitting the Registration Form, the requestor confirms that he/she has been authorized by the Customer to subscribe to the Proximus MyProximus/MyScarlet and to access the Customer's business transaction data. Proximus cannot verify whether any registration forms are valid or be held liable for the results of any fraudulent requests for access.

Access to MyProximus/MyScarlet and use of the data obtained via this service are strictly limited to those users identified as such in the Registration Form.

2.2. Access to the data of end users

If the Service accessible via MyProximus/MyScarlet enables the Customer to collect and process the personal information of his own customers, employees or third parties, these activities will be carried out under the sole responsibility of the Customer. In that case, the Customer will be responsible for applying and respecting the legislation on privacy. Where applicable, the Customer shall comply with all the provisions of said legislation and indemnify Proximus against any claims by third parties based on possible breaches of that law.

Article 3: Confidentiality

An Account is personal and non-transferrable. The login and password must be kept confidential. The **User or – for business customers – the Customer** is solely responsible for the use of his login and password. **Proximus advises the User to change his logins and passwords regularly.**

For security reasons, the use of your Account is limited to SSL-compatible browsers.

The User can modify his personal data, such as his login and password, at any time.

In case of loss or theft of his login and/or password, the User can retrieve his login and/or password online via a procedure provided for on the Identification Platform. The User will receive a link by e-mail which allows him to create a new password. The User must adequately protect the access to his e-mail box to prevent third parties from gaining knowledge of the password.

Article 4. Access to the data of affiliated companies

Through his Account on an Identification Platform, the Customer may be able to access the data of Affiliates.

Affiliates are legal persons over which the Customer has de jure or de facto control, or in which he holds a participation pursuant to Article 13.1 of the Commercial Companies Code.

The Customer is deemed to exercise "de jure control" over a legal person if, directly or through a legal person that he controls, he:

- has more than 50% of the voting rights attaching to the total shares, capital or partnership rights of the legal person concerned;
- has the right to appoint or dismiss the majority of the directors or managers of the legal person concerned;
- has power of control, under the articles of association of the legal person concerned or agreements concluded with the latter;
- has more than 50% of the voting rights attaching to the total shares, capital or partnership rights of the legal person concerned pursuant to agreements concluded with other partners of that legal person.

The Customer shall be deemed to have "de facto control" over a legal person if, in the last two annual general meetings of that legal person, the Customer has exercised, directly or through a legal person that he controls, voting rights representing more than 50% of the votes attaching to the securities represented at these meetings.

The Customer guarantees Proximus that he has been authorized by his Affiliates to consult their data and that the information he provides to Proximus is accurate. The Customer shall guarantee and indemnify Proximus against any demands, claims, actions, damages and/or costs suffered by Proximus because the Customer failed to obtain the necessary authorization from his Affiliates and/or failed to inform Proximus about the situation of de jure or de facto control over the Affiliates.

Article 5: Entry into effect and duration

The contract for the use of the Identification Platform takes effect when the User clicks the activation link or uses the Identification Platform for the first time, and is concluded for an indefinite period.

The User may terminate the contract in writing at any time.



subject to 15 calendar days' notice being served.

If the User creates an Account without actively using it for at least one year, Proximus reserves the right to terminate the contract without notice or compensation. The User can create an account again if he so desires.

SPECIFIC TERMS AND CONDITIONS FOR USING SKYNET BLOGS

Article 1.1: Definitions

1.1.1. **Blog:** An evolving Web page created by a Blogger from www.skynet.be and hosted under <http://blogname.skynetblogs.be>.

1.1.2. **Blogger:** Any person who creates a Blog by making use of the Blog creation tool developed and made available by Proximus.

1.1.3. **Blogosphere:** The collection of Blogs hosted under the url name_of_your_blog.skynetblogs.be.

1.2.4. **Content:** Any data in any form (texts, photos, images, sounds, links, etc.) which is posted in the Blog by the Blogger or by Visitors.

1.2.5. **Service:** The collection of services delivered by Proximus which enable Bloggers to create their Blog and enable Visitors to participate in the Blogosphere.

1.2.6. **Visitor:** Any person who visits the Blogs and places Content on them in the form of responses.

1.2.7. **Proximus:** Public limited company under public law, with its registered office at Bd. du Roi Albert II 27, B-1030 Brussels.

Article 1.2. Service Description

1.2.1. Proximus presents an IT tool which enables everyone to create and update one or several Blogs according to a standardized form and structure. Proximus offers the following features:

- A homepage which presents the Service.
- Free hosting of the Blogs under the url name_of_your_blog.skynetblogs.be
- The tools required to create one or several Blogs.
- Built-in graphic templates.
- The interface which makes it possible to update the Blog(s).
- The possibility of inserting images in the Blog(s), with a maximum of 100 kilobytes per image inserted and 10 megabytes per Blog.

1.2.2. Access to the Blogosphere is possible indirectly via the Internet site <http://www.skynet.be>, and directly via the url name_of_your_blog.skynetblogs.be.

Article 2. Rights, obligations and liability of the Blogger and of the Visitor

Article 2.1. Unlawful, harmful or undesirable content

As a Blogger or Visitor you agree:

- not to publish anything that is contrary to public order or decency or the applicable laws or which can be considered as an

incitement to commit crimes or offenses;

- not to create a blog or publish content which infringes the intellectual property rights of third parties;

- not to create a blog which harms the respect of privacy or image of third parties;

- not to create a blog or publish content of a degrading, threatening, defamatory or false character vis-à-vis anyone whatsoever;

- not to create a blog or publish content of a racist, xenophobic or revisionist nature or which incites to discrimination, hatred, violence against a person because of his/her ethnic background, belief, sexual orientation, skin color, ancestry or nationality;

- not to create a blog or publish content of a pornographic or obscene nature. Skynet allows the publication of erotic content ONLY on a "+18" category Blog and on condition that no genitals are visible;

- not to advertise offers of a sexual nature; ○ not to send advertising messages or chain letters (spam) without prior approval from the recipients;

- not to distribute malwares, create profiles or publish messages which harm computer systems and/or the data contained therein or to obtain fraudulent access to confidential data;

- not to post messages in a blog which are not in any way connected to the subject being discussed by the blog in question, for the sole purpose of annoying the Blogger and/or his Visitors.

Article 2.2. Graphics.

You agree not to change or delete the graphic elements specific to Proximus or the Skynet brand (in particular the header, the banner and the logo).

Article 2.3. Identification and contact address of the Blogger

In case of a complaint concerning the content of your Blog, it is necessary for Skynet to be able to contact you quickly: therefore, if your particulars change, you must notify Skynet immediately and change your Account. If you do not inform us of your new particulars immediately, any notifications to your old address will be deemed valid.

Article 2.4. Liability of the Blogger

2.4.1. As a Blogger you are solely liable for the Content you place on your Blog. Not only must the Content comply with the principles set out in Article

2.1 of these Terms and Conditions of Use, but it must also be regularly updated (especially if it contains criticisms on the activities of third parties).

2.4.2. You are also primarily liable for the Content which Visitors place on your Blog. You must therefore monitor the Content posted by Visitors and ensure that the rules set out in Article 2.1 of these Terms and Conditions of Use are strictly complied with. If you do not wish to take any risks, the IT tool made available to you allows you to make it impossible for Visitors to add Content.

Article 3. Rights, obligations and liability of Skynet

Article 3.1. Proximus reserves the right to reproduce excerpts of the content of certain Skynet Blogs on the Skynet.be portal without the

prior and explicit approval of the bloggers concerned. A hyperlink will always lead readers to the Blog whose content was reproduced. Proximus may cease promotion of a Blog at any time, without prior notification and without being liable for compensation.

Article 3.2. Proximus shall not under any circumstances be liable in respect of the Bloggers or Visitors for any damage caused, in part or in full, by the Content supplied by one of the Bloggers or by a Visitor (such as files that cause bugs, viruses or other computer problems or which contain Content which prejudices the rights of third parties), or for any other act by Bloggers, Visitors or third parties.

Article 3.3. Proximus reserves the right to render inaccessible or even remove, in part or in full, any blog which does not comply with these Terms and Conditions of Use (or where the owner does not comply with these Terms and Conditions) or the Content concerned, whether or not it is protected by an intellectual property right, without prior notification and without being liable for any compensation.

Article 3.4. Proximus reserves the right to expel Bloggers from the Service who do not comply with these Terms and Conditions of Use.

Article 3.5. Proximus reserves the right to change or end the Service without being liable for any compensation.

Article 4. Applicable procedure in case of a complaint concerning the content of a Blog

Article 4.1. In the top right corner of the website <http://blogs.skynet.be>, click *does a blog seem illegal to you?* if you wish to inform us that, in your opinion, the Terms and Conditions of Use are not complied with in a blog or in part of a blog which is hosted by Skynet. In addition, on each Skynet Blog, you will find a link entitled "Unlawful blog?" in the menu bar at the top.

Article 4.2. With regard to your own blog, you must inform Proximus immediately of any complaint, claim or action by third parties relating to content published on your blog (you can do so via the Customer Service form that is available online: <http://www.skynet.be/apropos/contactez-nous> in French or <http://www.skynet.be/over/contacteer/epitica> in Dutch) and immediately reply to any questions for information Proximus may ask you.

Article 4.3. If Proximus deems that a complaint concerning your blog is well-founded and/or if you do not respond immediately to the notifications and/or questions for information sent to you, Proximus may decide to prevent your Blog from continuing to be accessible to the public. From that moment on, Visitors will no longer have access to the Blog, unless they know or have saved the corresponding URL. Indeed, the Blog in question will no longer be included in the list of *Most recent updates*, in the *Index* and in the *Top 30*. The Blogger will be notified by e-mail of the application of this measure.

Article 4.4. You agree to remove any Content published by you or the Visitors of your Blog which Proximus considers to be contrary to these Terms and Conditions of Use. You acknowledge the validity of a notification by fax, post or e-mail. You undertake to consult your electronic correspondence on very regular basis.

Article 4.5. If the Blogger does not remove the disputed Content within the set deadline, Proximus may remove the entire Blog, without prior notification and without the Blogger being able to claim compensation. The Blogger will be notified by e-mail of the application of this measure. A back-up copy of the Blog will be saved and kept available to the competent authorities.

Article 4.6. If Proximus receives one or more complaints concerning content drawn up or disseminated in a language other than Dutch, French, German or English, it may decide to render the blog inaccessible to the public. In that case the Blogger must take the necessary measures to enable Proximus to exercise its legal rights and obligations to check the legality of the disputed content, notably to deliver a high-quality translation in one of the four aforementioned languages.

SPECIFIC TERMS AND CONDITIONS FOR "MY BILL ONLINE"

Article 1: Object

1.1. "My bill online" offers Proximus customers (hereafter referred to as "the Customer") access to their billing data via MyProximus/MyScarlet, to enable them to manage and analyze their costs and budget.

1.2. The billing data accessible via "My bill online" do not have any legal value and do not in any way replace the official billing documents (hereafter referred to as "Official Documents"), including the paper version of the bill (hereafter referred to as "Official Bill").

1.3. Bill or Invoice or Payment statement (only for residential customers): the document referred to as Bill, Invoice, Payment statement or any other document by which Proximus claims payment of its services or collects, for and on behalf of third parties, the amounts related to the services of these third parties

1.4. Besides these Specific Terms and Conditions, the General Terms and Conditions for users of Proximus 's websites and the Special Terms and Conditions for users of Proximus 's identification platforms also apply.

Article 2: Liability

Barring deliberate acts and/or mandatory legal provisions, Proximus shall not be held liable in any way for any loss or damage (direct, indirect, material or immaterial, etc.) as a result of:

- the accuracy and consistency of the data in "My bill online" with the data in Official Documents provided to the Customer before or during the use of MyProximus;

- the time elapsed between a transaction and the moment that transaction data becomes accessible via "My bill online".

Article 3: Procedure, activation and deactivation

"My bill online" must be activated by the Customer via MyProximus/MyScarlet and can be deactivated by the Customer via MyProximus/MyScarlet at any time.

Article 4: Confidentiality and protection of privacy

4.1. In accordance with Article 110 § 3 of the Law of 13 June 2005 on electronic communication, the data accessible via "My bill online" will not include outgoing calls to toll-free numbers or to emergency services.

In the event of any change in legislation, Proximus reserves the right to exclude from data accessible via "My bill online", without prior notification to the Customer, any outgoing calls to numbers that are excluded under the applicable legislation from the contents of the Official Bill.

4.2. For Customers who use "My bill online" for professional purposes, the Law of 8 December 1992 on the protection of privacy with respect to the processing of personal data (amended by the Law of 11 December 1998) shall apply to the use of "My bill online". Inter alia, this law imposes an obligation, at the time data are recorded, to inform the persons concerned of the purposes for which the data will be used.

SPECIFIC TERMS AND CONDITIONS FOR "MY ELECTRONISCHE BILL"

Article 1: Object

1.1. "My green bill" offers the Proximus customer (hereafter referred to as "Customer") an electronic service to access his billing data (hereafter referred to as "Official Bill").

1.2. "My green bill" enables the Customer to consult online and print his Official Bill relating to his Proximus customer number, issued by the Proximus billing system. More specifically, this consists of:

- a history of transactions (billing document, payment, credit note) dating back a maximum of 18 months before the consultation date;
- billing data of unpaid billing documents (this data can be downloaded by the Customer);
- an overview of connections made per call category and which have not yet been billed;
- details of billed connections, listed on the last billing document (this data can be downloaded by the Customer).

1.3. If the Customer subscribes to "My green bill", he will no longer be sent a paper bill. Any subscription for receiving a paper-based overview of the bills will be terminated. In accordance with the tax laws in force, Proximus will not provide any paper-based copies of the electronic bill.

A print-out of an electronic billing document does not constitute a valid replacement of the Official Bill.

1.4. Besides these Specific Terms and Conditions, the General Terms and Conditions for users of Proximus's websites and the Special Terms and Conditions for users of Proximus's identification platforms also apply.

Article 2: Activation

The Customer activates "My green bill" via "My bill online" on MyProximus/MyScarlet. Proximus sends the Customer a notification e-mail to the e-mail address he indicated when he registered for "My green bill" or a notification SMS message to the number the Customer indicated when he registered for the service, or both if the Customer opted for both notification methods. The Customer can receive only Proximus bills electronically.

Article 3: Liability

Maintenance and development of billing systems may require

Proximus to restrict or suspend "My green bill". Proximus undertakes to limit the duration of such a restriction or suspension to the time that is strictly necessary to perform the works. Customers will be notified of this by any means deemed appropriate.

Article 4: Notification of the billing document

When a bill is available on "My bill online", Proximus will notify the Customer via the channel(s) chosen by the Customer when he registered.

The Customer may be notified by e-mail, by SMS or via both means that a bill is available. For customers who activated "My green bill" via the e- Services, the notification will be sent to the e-mail address they mentioned when they registered for MyProximus/MyScarlet. Once "My green bill" has been activated the Customer can change this e-mail address via "My bill online". Any such change has no impact on the e-mail address stored in the e- Services.

4.1 General

The Customer is responsible for entering and updating his e-mail address correctly.

The Customer shall regularly and proactively consult the Proximus "My bill online" service, as well as the e-mail address and/or mobile number he provided in the framework of "My green bill" in order to make sure that his bills are being made available.

Bills must be paid before the date mentioned on the billing document, regardless of whether or not the Customer has received, opened or read the electronic messages relating to the billing documents. The terms of payment and reminder procedures applicable by virtue of the terms and conditions applicable to the services/goods delivered shall continue to apply unchanged.

Notwithstanding the previous paragraph, customers who are natural persons, use their connection for private purposes and opt for a monthly bill must pay said bill within 15 calendar days of the billing date.

Article 5: Duration and termination

Proximus and the Customer may cancel "My green bill" at any time via MyProximus/MyScarlet.

The cancellation will mean that the Customer will be switched back to the paper billing process. This termination is without prejudice to Proximus's rights with regard to the payment of outstanding bills.

Article 6: Confidentiality and protection of privacy

6.1. In accordance with Article 110 3 of the Law of 13 June 2005 on electronic communication, the data accessible via "My green bill" will not include outgoing calls to toll-free numbers or to emergency service numbers.

In the event of any change in legislation, Proximus reserves the right to exclude from data accessible via "My green bill", without prior notification to the Customer, any outgoing calls to numbers that are excluded under the applicable legislation from the contents of the paper bill.

Article 7: Amendment to the Specific Terms and Conditions of "My bill online"

Proximus reserves the right to amend these Specific Terms and Conditions. Proximus undertakes to inform the Customer of such changes, by any appropriate means, at least fifteen working days before



they enter into effect.

Customers who do not accept the new terms and conditions may cancel the contract in accordance with Article 5 of the Specific Terms and Conditions regarding "My greenbill", without being required to pay compensation.

General Terms and Conditions of Zoomit

General framework: Zoomit allows you to receive your bills in digital format (PDF). Zoomit uses the secure environment of your Internet banking for this.

- Only the customer himself or the administrator of the company can register to use Zoomit.
- You are responsible for the data (account number) entered. If these data change in the future you will need to change the data yourself via our MyProximus/MyScarlet. MyProximus/MyScarlet use the data (account number) provided by you. MyProximus/MyScarlet cannot, therefore, be held responsible for the correctness of these data.
- MyProximus/MyScarlet use the data provided by you only for the performance of the statutory tasks. Under no circumstances are the data communicated to third parties.
- As soon as you have entered and saved your data, you agree to receive your bills digitally (PDF format) in your Internet banking environment as from the day after your registration.
- The saved data are used only as from the day after registration. However, you may still receive a document by post shortly after registering.
- For the time being, the Zoomit application can be used only by customers of the following banks:
<https://www.zoomit.be/nl/start/bank.html>
- No paper copies are provided for bills that are delivered exclusively by electronic means. The legally enforceable bill (PDF format) is available to the customer via MyProximus/MyScarlet.