Mobile

Contract summary

This contract summary provides the main elements of this service offer as required by the EU law [1].

1. Services and equipment

In Belgium + EU [2]	7 GB	30 GB	40 GB	60 GB
Calls to DIGI numbers	Unlimited	Unlimited	Unlimited	Unlimited
Calls to other networks	€0.01/min	Unlimited	Unlimited	Unlimited
SMS to DIGI numbers	Unlimited	Unlimited	Unlimited	Unlimited
SMS to other networks	€0.07/SMS	€0.07/extra SMS [3]	€0.07/extra SMS [3]	€0.07/extra SMS [3]
Data [4]	7 GB	30 GB	40 GB	60 GB

2. Internet speed

Internet access [5]	Estimated maximum speed [6]	
	4G	5G
Download	220 Mbps	420 Mbps
Upload	60 Mbps	88 Mbps

Mobile communications rely on radio signals. Due to external factors beyond our control (such as buildings, trees, terrain or other sources of interference) a perfect and uninterrupted connection cannot be guaranteed at all times.

If, despite normal use, the quality of the service repeatedly falls short of the estimated maximum speed, consumers can submit a complaint to our customer service.

3. Price

Subscription (in € per month, VAT included):

7 GB	30 GB	40 GB	60 GB
€3/month	€5/month	€7/month	€9/month

Mobile tariffs related to roaming outside EU, international numbers, and premium numbers are not included.

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4. Duration, renewal and termination

Your contract is initially concluded for a period of one month. After that, it will be automatically renewed for an indefinite period. You can terminate your contract at anytime, free of charge.

The start date of invoicing depends on the type of SIM card you choose:

- **Physical SIM card**: invoicing starts on the day you activate your SIM card.
- **eSIM**: your eSIM is automatically activated upon delivery, so invoicing starts on the day of your order.

If you change an existing mobile subscription to a new tariff plan, invoicing starts on the first day of the month following your request.

5. Features for end-users with disabilities

Not applicable.

6. Other relevant information

Prices and descriptions are subject to errors, changes, and any promotional offers. Only the prices applicable at the time of registration for a service, product, or option are legally binding.

By placing the order, the customer accepts the general and specific terms and conditions, available at: www.digi-belgium.be/en/general-terms-and-conditions.

7. References

(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).

(2) Belgium and EU: excluding calls and texts to special or premium numbers, and excluding international calls and texts from Belgium to other countries. EU = European Union countries + Iceland, Liechtenstein, and Norway.

(3) Extra SMS = each SMS sent that exceeds the number of SMS received.

(4) After using the included data in the mobile plan, extra data consumption is charged at € 0.0006/MB (or € 0.60/GB).

(5) Depending on the compatibility of the terminal and subscription.

(6) The "estimated maximum speed" is the maximum speed that users can expect to achieve at different locations in the coverage area under realistic conditions. This maximum value results from measurements on the whole national territory and might vary depending on the selected compatible tariff plan, the device performance and your location during the use of the service. 5G being under deployment, the speed estimation is based on limited data.