Mobile

Previous offering - available from 11/12/2024 until 30/09/2025

Contract summary

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

1. Description of the services

In Belgium + EU [2]	15 GB + 15 GB (former 15 GB)
Call minutes	Unlimited
SMS	Unlimited [3]
Data [4]	30 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):

15 GB + 15 GB (former 15 GB)
€5/month

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

DIGI Communications Belgium SA
Gasthuisstraat / Rue de l'Hôpital, 31
1000 Brussels

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BIC BBRUBEBB
BTW BE0803.299.956

4. Duration, renewal and termination

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

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.

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 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) Unlimited SMS usage is intended for normal, personal, and private use. Usage is considered abnormal if the monthly difference between sent and received SMS exceeds 300. Each sent message above this threshold will be charged at €0.07 per SMS. For the full policy, please refer to the General Terms and Conditions.

(4) After using the included data in the mobile plan, extra data consumption is charged at € 0,0006/MB (or € 0,6/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.