



ADMINISTRATIVE TARIFFS

Applicable in Belgium

Administrative tariffs related to the invoice	Total Price VAT incl. (€)	Total Price VAT excl. (€)
Invoice request		
Invoice sent by mail	Free	Free
Invoice paid by transfer	Free	Free
Invoice sent by email	Free	Free
Online invoice	Free	Free
Detailed invoice (sent by email)	Free	Free
Duplicate invoice	Free	Free
Duplicate detailed invoice	Free	Free
Intermediate invoice	Free	Free
Recall / Rejection		
Credit rejection	9 €	7,44 €
1st reminder	Free	Free
2nd reminder	10 €	8,26 €
Unjustified refund request on SEPA Direct Debit (SDD)	25 €	20,66 €
Other administrative tariffs		
	Total Price VAT incl. (€)	Total Price VAT excl. (€)
Change of address	Free	Free
Listing in the telephone directory	Free	Free
Phone line transfer	Free	Free
Duplicate Contract	Free	Free
Call Center via 9009 (Personal Client)	Free	Free

Call Center via 9900 (Professional Client)	Free	Free
Call Center via +32 467 109 009 (Personal Client)	Price of a national call to JOIN mobile numbers according to the tariff plan chosen by the Client and as stipulated in the corresponding "Data Sheets" (cf. https://joinexperience.com/fr-Bel/faq/section/201328201-fiches-standardis%C3%A9es-belgique)	Price of national call to JOIN mobile numbers according to the tariff plan chosen by the Client
Call Center via +32 467 109 900 (Professional Client)	Price of a national call to JOIN mobile numbers according to the tariff plan chosen by the Client and as stipulated in the corresponding "Data Sheets" (cf. https://joinexperience.com/fr-Bel/faq/section/201328201-fiches-standardis%C3%A9es-belgique)	Price of national call to JOIN mobile numbers according to the tariff plan chosen by the Client
Call Center from abroad	Price of a national call to JOIN mobile numbers according to the tariff plan chosen by the Client and as stipulated in the corresponding "Data Sheets" (cf. https://joinexperience.com/fr-Bel/faq/section/201328201-fiches-standardis%C3%A9es-belgique)	Price of national call to JOIN mobile numbers according to the tariff plan chosen by the Client
Blocked account (Budget Management)	1 €	0,83 €



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Termination fees BB	Total Price VAT incl. (€)	Total Price VAT excl. (€)
Administrative fees	89 €	73,55 €
Fees for the non-restitution	Total Price VAT incl. (€)	Total Price VAT excl. (€)
CPE 7490	119 €	98,35 €
CPE 7360	79 €	65,29 €
Termination fees LTE	Total Price VAT incl. (€)	Total Price VAT excl. (€)
Administrative fees	49 €	40,50 €
Administrative fees (LTE@home with box purchase)	89 €	73,55 €
Fees for the non-restitution	Total Price VAT incl. (€)	Total Price VAT excl. (€)
LTE@home (with box rental)	99 €	81,81 €
LTE@office (with box rental)	89 €	73,55 €
Administrative tariffs related to debt collection	Total Price VAT incl. (€)	Total Price VAT excl. (€)
Formal notice	10 €	8,26 €
Disconnection fees	Free	Free
Bailiff's summons	N/A	N/A
Legal proceedings	75 €	61,98 €
Penalty fees for delay	12%	/
Cost of proceedings	Established by Royal Decree	/

Quote

Established by Royal Decree /