



# ADMINISTRATIVE TARIFFS

Applicable in Belgium

Administrative tariffs related to the invoice	Total Price VAT incl. (€)	Total Price VAT excl. (€)
<b>Invoice request</b>		
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
<b>Recall / Rejection</b>		
Credit rejection	9 €	7,44 €
1st reminder	Free	Free
2nd reminder	10 €	8,26 €
Formal notice	Free	Free
Unjustified refund request on SEPA Direct Debit (SDD)	25 €	20,66 €
<b>Other administrative tariffs</b>		
<b>Total Price VAT incl. (€)</b>		
<b>Total Price VAT excl. (€)</b>		
Change of address	Free	Free
Listing in the telephone directory	Free	Free
Phone line transfer	Free	Free
Duplicate Contract	Free	Free

<b>Call Center via 9009 (Personal Client)</b>	Free	Free
<b>Call Center via 9900 (Professional Client)</b>	Free	Free
<b>Call Center via +32 467 109 009 (Personal Client)</b>	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. <a href="https://joinexperience.com/fr-Be/faq/section/201328201-fiches-standardis%C3%A9es-belgique">https://joinexperience.com/fr-Be/faq/section/201328201-fiches-standardis%C3%A9es-belgique</a> )	Price of national call to JOIN mobile numbers according to the tariff plan chosen by the Client
<b>Call Center via +32 467 109 900 (Professional Client)</b>	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. <a href="https://joinexperience.com/fr-Be/faq/section/201328201-fiches-standardis%C3%A9es-belgique">https://joinexperience.com/fr-Be/faq/section/201328201-fiches-standardis%C3%A9es-belgique</a> )	Price of national call to JOIN mobile numbers according to the tariff plan chosen by the Client
<b>Call Center from abroad</b>	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. <a href="https://joinexperience.com/fr-Be/faq/section/201328201-fiches-standardis%C3%A9es-belgique">https://joinexperience.com/fr-Be/faq/section/201328201-fiches-standardis%C3%A9es-belgique</a> )	Price of national call to JOIN mobile numbers according to the tariff plan chosen by the Client
<b>Blocked account (Budget Management)</b>	1,50 €	1,24 €



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<b>Termination fees BB</b>	<b>Total Price VAT incl. (€)</b>	<b>Total Price VAT excl. (€)</b>
<b>Administrative fees</b>	89 €	73,55 €
<b>Fees for the non-restitution</b>	<b>Total Price VAT incl. (€)</b>	<b>Total Price VAT excl. (€)</b>
<b>CPE 7490</b>	119 €	98,35 €
<b>CPE 7360</b>	79 €	65,29 €
<b>Termination fees LTE</b>	<b>Total Price VAT incl. (€)</b>	<b>Total Price VAT excl. (€)</b>
<b>Administrative fees</b>	49 €	40,50 €
<b>Administrative fees (LTE@home with box purchase)</b>	89 €	73,55 €
<b>Fees for the non-restitution</b>	<b>Total Price VAT incl. (€)</b>	<b>Total Price VAT excl. (€)</b>
<b>LTE@home (with box rental)</b>	99 €	81,81 €
<b>LTE@office (with box rental)</b>	89 €	73,55 €
<b>Administrative tariffs related to debt collection</b>	<b>Total Price VAT incl. (€)</b>	<b>Total Price VAT excl. (€)</b>
<b>Administrative fees related to debt collection</b>	25 €	20,66 €
<b>Disconnection fees</b>	Free	Free
<b>Bailiff's summons</b>	N/A	N/A
<b>Legal proceedings</b>	75 €	61,98 €
<b>Penalty fees for delay</b>	12%	/
<b>Cost of proceedings</b>	Established by Royal Decree	/

**Quote**

Established by Royal Decree /