



# ADMINISTRATIVE FEES

Applicable in Luxembourg as of  
21/01/2019

<b>Administrative fees related to the invoice</b>	<b>Total Price VAT incl. (€)</b>	<b>Total Price VAT excl. (€)</b>
<b>Invoice Request</b>		
<b>Invoice sent by mail</b>	2,50 €	2,14 €
<b>Invoice paid by transfer</b>	2.50 €	2,14 €
<b>Invoice sent by email</b>	Free	Free
<b>Online invoice</b>	Free	Free
<b>Detailed invoice (sent by mail)</b>	Free	Free
<b>Duplicate invoice</b>	Free	Free
<b>Duplicate detailed invoice</b>	Free	Free
<b>Intermediate invoice</b>	Free	Free
<b>Recall / Rejection</b>		
<b>Credit rejection</b>	9 €	7.69 €
<b>1st reminder</b>	Free	Free
<b>2nd reminder</b>	6 €	5,13 €
<b>Formal notice</b>	Free	Free
<b>Unjustified refund request on SEPA Direct Debit (SDD)</b>	25 €	21.37 €
<b>Other administrative fees</b>		
	<b>Total Price VAT incl. (€)</b>	<b>Total Price VAT excl. (€)</b>
<b>Change of address</b>	Free	Free
<b>Listing in the telephone directory</b>	Free	Free
<b>Phone line transfer</b>	Free	Free

<b>Duplicate Contract</b>	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 +352 671 009 009 ( Personal Client)</b>	Price of a call to mobile numbers JOIN issued abroad (roaming) according to the tariff plan chosen by the 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. <a href="https://join.lu/fr-Lu/faq/category/201109449-documents-l%C3%A9gaux">https://join.lu/fr-Lu/faq/category/201109449-documents-l%C3%A9gaux</a> )
<b>Call Center via + 352 671 009 900 (Professional Client)</b>	Price of a call to mobile numbers JOIN issued abroad (roaming) according to the tariff plan chosen by the 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. <a href="https://join.lu/fr-Lu/faq/category/201109449-documents-l%C3%A9gaux">https://join.lu/fr-Lu/faq/category/201109449-documents-l%C3%A9gaux</a> )
<b>Call Center from abroad</b>	Price of a call to mobile numbers JOIN issued abroad (roaming) according to the tariff plan chosen by the 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. <a href="https://join.lu/fr-Lu/faq/category/201109449-documents-l%C3%A9gaux">https://join.lu/fr-Lu/faq/category/201109449-documents-l%C3%A9gaux</a> )
<b>Blocked account (Budget Management) / (effective price since 15/06/2018)</b>	2 €	1,70 €
<b>Cancellation fees</b>	Total fees to be paid until the end of the 12th month + 60% of the amount due for each invoice to be due from the 13th month until the end of the minimum commitment period.	Total fees to be paid until the end of the 12th month + 60% of the amount due for each invoice to be due from the 13th month until the end of the minimum commitment period.

# ADMINISTRATIVE FEES

Applicable in Luxembourg as of 21/01/2019

<b>Termination fees BB</b>	<b>Total Price VAT incl. (€)</b>	<b>Total Price VAT excl. (€)</b>
<b>Administrative fees</b>	89 €	76,07 €
<b>Cancellation fees before BB's activation</b>	96 €	86,68 €
<b>Appointment's cancellation or changing fees 48 hours before intervention</b>	96 €	86,88 €
<b>Fees for the non-restitution</b>	<b>Total Price VAT incl. (€)</b>	<b>Total Price VAT excl. (€)</b>
<b>CPE 7490</b>	119 €	101,71 €
<b>CPE 7360</b>	79 €	67,52 €
<b>Termination fees 4G@HOME</b>	<b>Total Price VAT incl. (€)</b>	<b>Total Price VAT excl. (€)</b>
<b>Administrative fees</b>	49 €	41,88 €
<b>Fees for the non-restitution</b>	<b>Total Price VAT incl. (€)</b>	<b>Total Price VAT excl. (€)</b>
<b>4G@HOME (with box rental)</b>	99 €	84,61 €
<b>4G@OFFICE (with box rental)</b>	89 €	76,07 €
<b>Administrative fees related to debt collection</b>	<b>Total TTC (€)</b>	<b>Total HT (€)</b>
<b>Administrative fees related to debt collection</b>	30 €	25,64 €
<b>Proceeding of reconnexion / reactivation</b>	75 €	64,10€
<b>Legal proceedings</b>	75 €	64,10 €
<b>Penalty fees for delay</b>	12 %	/
<b>Account Management fees</b>	25 €	21,37 €