



ADMINISTRATIVE FEES

Applicable in Luxembourg as of
21/01/2019

Administrative fees related to the invoice	Total Price VAT incl. (€)	Total Price VAT excl. (€)
Invoice Request		
Invoice sent by mail	2,50 €	2,14 €
Invoice paid by transfer	2.50 €	2,14 €
Invoice sent by email	Free	Free
Online invoice	Free	Free
Detailed invoice (sent by mail)	Free	Free
Duplicate invoice	Free	Free
Duplicate detailed invoice	Free	Free
Intermediate invoice	Free	Free
Recall / Rejection		
Credit rejection	9 €	7.69 €
1st reminder	Free	Free
2nd reminder	6 €	5,13 €
Formal notice	Free	Free
Unjustified refund request on SEPA Direct Debit (SDD)	25 €	21.37 €
Other administrative fees		
	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 +352 671 009 009 (Personal Client)	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. https://joinexperience.com/fr-Lu/faq/section/201398101-fiches-signal%C3%A9tiques-luxembourg)
Call Center via + 352 671 009 900 (Professional Client)	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. https://joinexperience.com/fr-Lu/faq/section/201398101-fiches-signal%C3%A9tiques-luxembourg)
Call Center from abroad	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. https://joinexperience.com/fr-Lu/faq/section/201398101-fiches-signal%C3%A9tiques-luxembourg)
Blocked account (Budget Management) / (effective price since 15/06/2018)	2 €	1,70 €
Cancellation fees	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.

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