



# Work and live better? This is how you can get the most out of your smartphone.

Be ready for tomorrow

Do you have a smartphone provided by your employer? That's great news, because mobility in the world of work is synonymous with freedom, enabling you to work wherever you want and whenever you need to. You want to send an e-mail while traveling by train? Or would you rather relax with Spotify? You can decide for yourself. Balance work and life by following these tips to get the most out of your smartphone..

[Proximus.be/readyfortomorrow](https://proximus.be/readyfortomorrow)



# How can you make **better use of your smartphone as a worktool?** This document reveals **4 useful tips.**

**1** How do you make cost-effective calls with your professional smartphone?

**2** How do you stay perfectly connected all the time, wherever you are?

**3** Does your national rate plan remain valid throughout the EU?

**4** What will this cost you?

1

# How do you make cost-effective calls with your professional smartphone?

If you use a smartphone and a subscription provided by your employer, you can call [at the rate](#) applied for your company. Does it bother you that you miss calls when you are not at the office?

There are [solutions](#) that enable you to receive all incoming calls on your fixed line directly on your smartphone. For even when you are stuck in traffic, you do not want to make your customers wait. Talk to your employer about it.

## Save these useful numbers on your smartphone

Number	Type of service	
1969 or 1230	Voicemail	Free in Belgium
100	Medical service Fire service	Free
101	Police	Free
112	Emergency number in Europe	Free
6030 +32 475 15 6030 from abroad	Proximus customer service	Free from your mobile in Belgium Rate of your package abroad

There are special call and text numbers that give access to specific information services, games or paid services. It's advisable to find out beforehand about the costs set by the service provider. These are 07x and 090x numbers.



2

**With mobile Internet you stay connected to your work *and* home. This way you can also deal with your personal affairs at the same time. For a better work-life balance.**

***Tip:** Choose a rate plan with enough data volume. This way you won't have to switch between 4G and Wi-Fi anymore, which is very useful.*

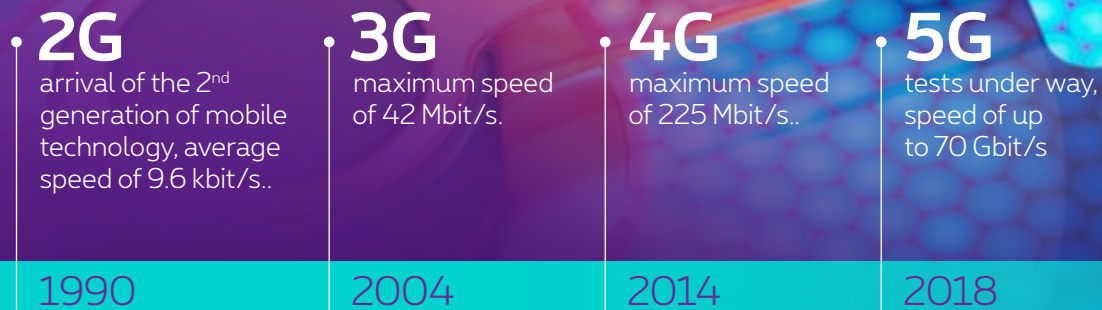
**With mobile Internet you can respond more quickly because you have access to your company data everywhere. And you can also deal with a number of personal affairs at the same time. The result: a better work-life balance. This is how you connect to the Internet:**

1. Via your **mobile internet connection**. With Proximus 4G you can be sure of excellent mobile reception [everywhere in Belgium](#). Choose the right rate plan to surf to your heart's content. Budget manager ([see page 8](#)) allows your employer to determine which costs he pays himself and which costs are your responsibility.
2. Via Proximus **Smart Wi-Fi hotspot**. Automatically connect with the Proximus hotspots throughout Belgium. The principle is simple: you surf over the Wi-Fi network formed by all the B-boxes of Proximus customers (e.g. in a restaurant or in a shop). This is how you activate [Smart Wi-Fi Hotspot](#).
3. Via the **mobile hotspot**. Want to surf on your laptop or tablet but there is no Wi-Fi available? Set up your smartphone as a mobile hotspot and surf over the mobile network. Here you can see how to activate the [mobile hotspot](#).

**Need help with browsing on your smartphone or configuring professional apps?**

- Contact customer support: dial 6030 or 0800 55 200

# How fast is mobile internet?



Need help with browsing on your smartphone or configuring professional apps?

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## What do the symbols on your smartphone screen represent?

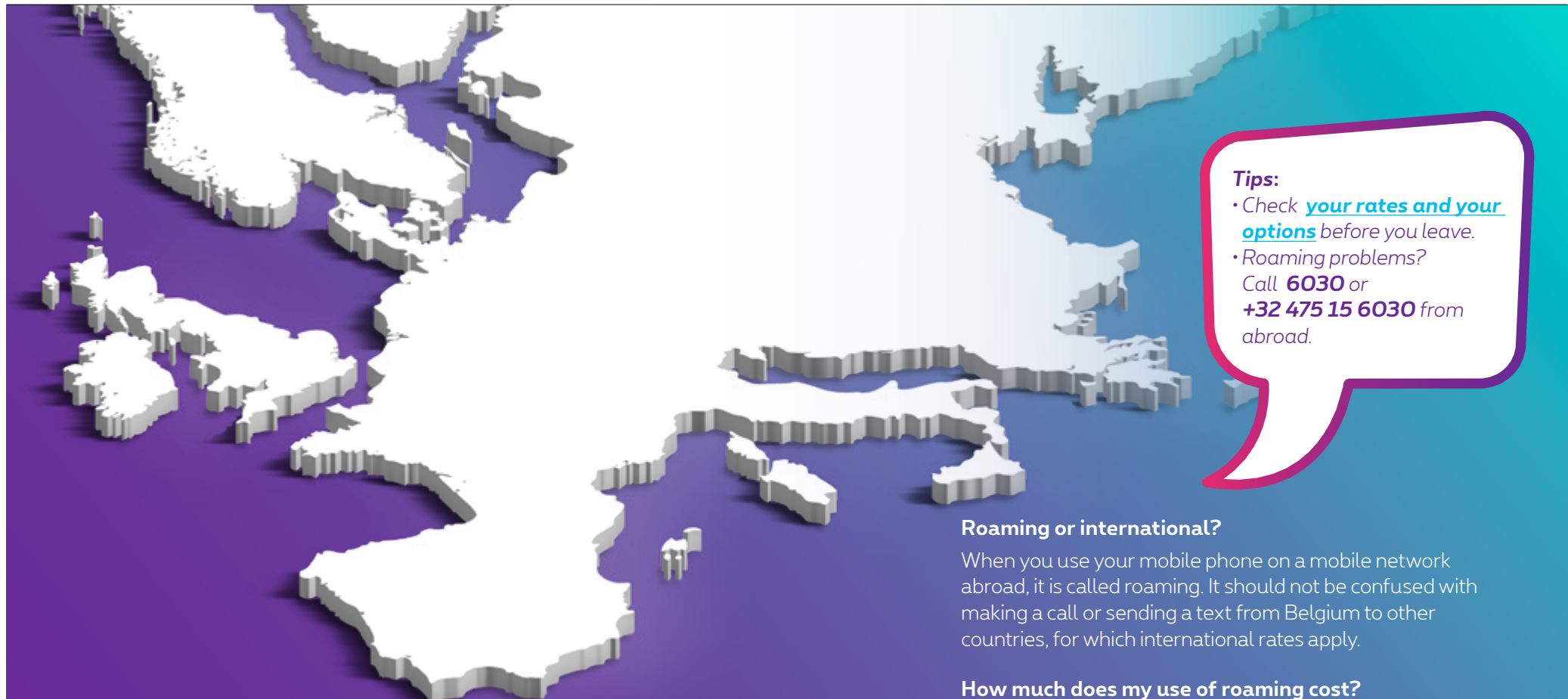


Your smartphone is designed to connect automatically to the mobile network. As a Proximus customer, you have 4G access everywhere (99,85% coverage).

Rest assured, people can contact you wherever you are and you will not be interrupted.

**Tip:** It is always better to buy a smartphone in Belgium and from a Proximus shop. Devices bought at Proximus are configured with the Proximus parameters, which guarantee proper 3G and 4G experiences. Do you find yourself in a situation where you need to configure your device yourself? Then install the following internet access point (APN): [internet.proximus.be](http://internet.proximus.be).





**Tips:**

- Check [your rates and your options](#) before you leave.
- Roaming problems?  
Call **6030** or  
**+32 475 15 6030** from abroad.

3

## Does your national rate plan remain valid throughout the EU?

### Roaming or international?

When you use your mobile phone on a mobile network abroad, it is called roaming. It should not be confused with making a call or sending a text from Belgium to other countries, for which international rates apply.

### How much does my use of roaming cost?

As of mid-2017, you can phone, text and browse in the European Union at the same rate as in Belgium. There are no more roaming costs and you benefit in full from your national rate<sup>1</sup>.

When you travel outside the European Union, roaming still applies. Think about opting for a rate formula adapted to the country in which you are travelling.

Discover our [roaming formulas](#)

<sup>1</sup>Belgium, Bulgaria, Cyprus, Denmark, Germany, Estonia, Finland, France, Greece, Hungary, Ireland, Italy, Croatia, Latvia, Lithuania, Luxembourg, Malta, The Netherlands, Austria, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Czech Republic, United Kingdom and Sweden.

## 4 What will this cost you?



Your smartphone is a work tool. So your employer can distinguish between your private and your professional use and set a maximum budget depending on your needs.

### 1. Split billing

Your employer can ask you to pay for the private use of your smartphone yourself. Proximus split billing can be used to **share the costs** on the basis of several formulas:

- A fixed amount per user
- A percentage of the maximum amount
- A contribution per category of users
- A specific amount per type of use
- A combination of these formulas

### 2. Budget Manager

Proximus Budget Manager is a **cost monitoring tool** that enables your employer to set a limit for the contribution to the bill of each employee. Costs below this limit are borne by the employer and the employee is responsible for the balance. In other words, you can use your professional smartphone for private purposes while benefitting from attractive rates.

### 3. Benefit in kind

N.B.: When your employer provides you with IT tools (such as a smartphone) free of charge, which you can also use for private purposes, the country's federal tax authority charges fixed amounts in calculating **your 'benefit in kind'**.

- For a smartphone with a subscription, the tax authorities take account of a benefit of € 144 per year.
- For a smartphone without a subscription, the amount is € 36 per year. This is the amount that the tax authorities allocate to the private use of a company smartphone by the employee.

### 4. MyProximus

How much will my next bill be? How much have I already used? Which Proximus products and services does my subscription include? All the answers can be found online on MyProximus. Is there any missing information? Contact your employer. It may be that certain options still have to be activated at company level.

Consult your own [MyProximus account](#)

# About your SIM card

## 1. Can I choose the size of my SIM card?

There are three SIM card sizes: **Mini**, **Micro** and **Nano**. The type of smartphone dictates which size you need.



Detach the card of the appropriate size (Mini, Micro or Nano) and insert it in your device. Easy, isn't it? Good to know: if it needs replacing, your new SIM is free of charge.

## 2. How can I find my PUK code to release my SIM card?

### Via the MyProximus website:

- Connect to MyProximus and consult the 'My products' section.
- Click on your mobile phone number.
- Your PUK appears on the left-hand side of the screen or in the 'Services' menu. For more information, click

[here](#). Have you followed the instructions above but you can't see your PUK code? Ask your boss to look for it in the MyProximus application for your company.

### Via the SIM card:

Take a look at the back of your welcoming message which you received along with your new SIM card. If two PUK codes are given, use the first one. You have 10 attempts.

**Tip:** If you replace a SIM card, you will lose the data on your old SIM card. So do not forget to transfer these data to your device or ask one of our points of sale to transfer them to your new SIM card.



# Data eaters or data gluttons?

All data are averages depending largely on the personal use of the apps, the device, the quality of image and sound material, etc.



## TRAFFIC INFORMATION APPS

(1 hour of navigating in normal traffic)

**Waze** 5 MB – 8.5 MB

**Apple Maps** 20 MB – 25 MB

**Google Maps** 13 MB – 17 MB

**TomTom Go mobile** 7MB – 14 MB

## VIDEO CALLING

(consumption per minute)

**Skype** 1 MB

**FaceTime, Apple** 3.2 MB

**Duo, Google** 9.7 MB

**WhatsApp** 3 MB

## STREAMING APPS

(consumption per minute)

**YouTube**

- viewing video 2.5 MB

- viewing HD video 5.5 MB

**Spotify** 1.25 MB

## SOCIAL MEDIA

(consumption per activity)

**WhatsApp**

- calling 400 KB per minute

- receiving or sending WhatsApp messages 0.01 MB

**Facebook**

- posting message 0.5 MB

- viewing image 0.4 MB

**Twitter** sending Tweet 0.04 MB

**Instagram** 1.6 MB per minute

## FILE SHARING

**E-mail**

- viewing or sending (without attachment) 0.06 MB

- viewing or sending (with attachment) 0.5 MB – 2 MB

**Picture**

- downloading or uploading a photo 3 MB

Is your current bundle adequate?

- Find out which [bundle](#) you can use

Round-up

# Get the most out of your smartphone

The advantages of mobile working are endless: flexibility, a faster customer service and a better work-life balance. Become mobile and rely 100% on your smartphone. You are ready for tomorrow.

## Need help?

• Contact customer support on 6030 or 0800 55 200

