Invoicing Charter

This Invoicing Charter contains the billing guidelines for all suppliers who supply to Proximus.

By following the instructions of this document, the supplier ensures that his invoice is processed quickly and correctly, as well as that it is paid within the agreed deadlines.

The suppliers who read this document carefully, will be able to apply the required processes and provide Proximus, Proximus Media House, ConnectImmo, ADA or Doktr with the correct billing information through the right channel.

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1. Proximus processes all invoices digitized and automated.

The supplier is responsible for the correct sending of his invoices to enable Proximus to guarantee an optimal treatment of his invoices, and this in accordance with the agreed terms and/or in accordance with the general terms and conditions of Proximus.

The supplier and Proximus agree to no longer use paper invoices, given the supplier has easy access to various IT resources for digital invoicing.

2. Proximus uses Ariba as a platform for interacting with its suppliers.

Invoices submitted via Ariba in accordance with the agreed billing modalities will be processed quickly, efficiently and correctly by Proximus' supplier accounting.

Invoicing via Ariba guarantees processing and payment on the due date.

The suppliers of Proximus commit to use Ariba, which is offered by Proximus to its suppliers free of charge, to receive Purchase Orders and send invoices.

The invoices that suppliers present via Ariba are according to the format communicated by Proximus:

either **PO-Flip**-invoices. **PO-Flip**-invoicing is the method in Ariba available to every supplier,

or **Machine to Machine**-invoices. **Machine to Machine**-invoicing requires the setting up of a specific digital system, so that this method is mainly used for suppliers with many invoices.

The supplier and Proximus work together to set up, maintain and evolve the **Machine to Machine**-configuration, on the understanding that each Party bears the cost of its own developments.

Invoices created, submitted and in status approved via the Ariba Network are to be considered as the only legal documents to be presented to the authorities, and this in accordance with the agreed invoicing terms.

3. Invoicing

As soon as the supplier has been informed that his good or service has been received, the supplier may invoice, unless stipulated otherwise in the agreed terms and conditions, the general terms and conditions of Proximus or in the Purchase order.

Proximus accepts that a Purchase order may be the subject of several invoices, provided this has been previously agreed between the Parties.

Invoices are issued in accordance with Belgian law.

4. Proximus cannot process invoices that lack the Proximus information or the legally required mentions.

The incorrect invoices are rejected and returned so that the supplier can quickly take the necessary corrective actions.

The supplier can keep his incorrect invoice together with the accompanying credit note in his accounting and then present a corrected invoice.

5. The supplier's invoice must contain the following information:

The Proximus information:

- The number of the Proximus Purchase order (= PO number)

  Each invoice can only refer to one purchase order = purchase order number

- The lines of the invoice must be a true copy of the purchase order, with for each line invoiced:
  - Exactly the same number as the line item number of the purchase order (e.g. either 1, 2, 3,… or 10, 20, 30,…)
  - The description of the line item
  - The quantity and the respective prices of the invoiced items

The required legal notices, among others:

- The word "factuur or facture or invoice", the unique invoice number, the date and place of issue of the invoice
- The identity of the supplier:

  Full name, registered office address, VAT number, RPR and bank account number

  For each bank account that the supplier uses to receive payments, the supplier is requested to provide the bank certificate (via the Supplier Support Portal) attesting that the bank account is opened in the name of the supplier, and this before sending its first invoice and then each time in the event of a change of bank account.

  https://www.proximus.com/suppliers/Supplier-Support-Portal.html

- The identity of the client:

  Full name (Proximus N.V. under public law, ConnectImmo N.V., Proximus Media House N.V., ADA N.V., Doktr N.V.), address, VAT number

- The date of delivery of the goods

  or the date of delivery of the services

  or the date of receipt of payment or part of it, insofar as this date is established and different from the date of issue of the invoice

- Description, quantity of goods and/or services supplied and respective prices of invoiced items

  The information on the invoice line must exactly follow the numbering of the corresponding line on the purchase order.

- Price (divided by transaction or object when different VAT rates apply), discount granted
- If applicable: the recycling contribution (Recupel, bebat, Auvibel, …) must be mentioned.
- The amount excluding VAT, the VAT rate (percentage) and the VAT amount by rate, the total amount payable.
- **All notices relating to the application of the 0% VAT-rate must be included on all types of invoices, digital or not.**

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6. Examples of errors that prevent Proximus from processing the invoice:

- Incorrect invoice (e.g., legally required entries are missing, calculation errors, …)
- Incorrect purchase order number on the invoice
- Purchase order not mentioned on the invoice
- Larger quantity invoiced than stated on the purchase order
- Price increase, without prior agreement
- Extra invoice line for which there is no order line (line item) on the purchase order
- Wrong unit of measure on the invoice: e.g., an order of 1 box (containing 12 pieces) may not be invoiced as 12 times 1 piece.
- An invoice for order line that have been previously invoiced
- An invoice for a purchase order or order line that has been deleted, cancelled, or expired
- An invoice for a rejected goods receipt or refused service reception
- The VAT number of the supplier on the invoice differs from the VAT number of the supplier on the purchase order (without being subjected to a prior registered exception agreement with Proximus)
- Wrong customer invoiced: a purchase order from another customer of the supplier with delivery address at Proximus, must be invoiced to that other customer and not to Proximus (e.g., Spot Buy purchase orders)

7. Suppliers who are not active in Ariba may send their invoices in PDF format via email.

This exception is subject to the following rules:

- **The invoice must be structured in the same way as the purchase order.**
  (See 5. The supplier's invoice must contain the following information: The Proximus information:)
- Only invoices, debit and credit notes may be sent.
- 1 invoice = 1 PDF-file (any attachment added).
- One email may only contain one PDF invoice and this email cannot exceed 1MB per email.
- The PDF invoice may not consist of more than 10 pages.
- The email may be sent only once. In case of issues never resend your email with your invoice but contact us via the Supplier Support Portal.
- The PDF invoice for a **purchase order number (= PO) starting with 75** must be sent to APC.PDF.TEL.invoices@proximus.com.
- The PDF invoice for VAT number **BE 0202.239.951 (= Proximus N.V. van publiek recht)** must be sent to APC.PDF.BGC.invoices@proximus.com.
- The PDF invoice for VAT number **BE 0875.092.626 (= Proximus Media House N.V.)** must be sent to APC.PDF.SIA.invoices@proximus.com.
- The PDF invoice for VAT number **BE 0477.931.965 (= ConnectImmo N.V.)** must be sent to APC.PDF.IMMO.invoices@proximus.com.

- The PDF invoice for VAT number **BE 0781.848.902 (= Proximus Ada N.V.)** must be sent to [APC.PDF.ADA.invoices@proximus.com.](mailto:APC.PDF.ADA.invoices@proximus.com)

- The PDF invoice for VAT number **BE 0787.949.212 (= Doktr B.V.)** must be sent to [APC.PDF.DOKTR.invoices@proximus.com.](mailto:APC.PDF.DOKTR.invoices@proximus.com)

8. Contact and addresses

For questions and information about invoicing, please use the following link where you can create 24/7 a follow-up ticket in the Supplier Support Tool:

https://www.proximus.com/suppliers/Supplier-Support-Portal.html

or telephone on 0800 92 132, but without guarantee of permanent availability.

Exceptionally, paper documents can be sent; these should be addressed to:

either   **Proximus N.V. van publiek recht**, Koning Albert II-laan 27, 1030 Brussel, Belgium

or   **Proximus Media House N.V.**, Koning Albert II-laan 27, 1030 Brussel, Belgium

or   **ConnectImmo N.V.**, Koning Albert II-laan 27, 1030 Brussel, Belgium

or   **Proximus Ada N.V.**, Koning Albert II-laan 27, 1030 Brussel, Belgium

or   **Doktr B.V.**, Koning Albert II-laan 27, 1030 Brussel, Belgium.