Voice Managed Service (VMS)

Contract summary

This contract summary provides the main elements of this service offer as required by the EU law ([1]). It helps to make comparison between service offers. Complete information about the service is provided in other documents.

Services and equipment

Fixed Voice Telephony:

Voice Managed Services (VMS) is a network-level product that allows incoming calls to geographic numbers to be intelligently managed by simply rerouting them to another routing destination in the event of a problem at one or more locations.

The customer can choose only one option for the same numbers: VMS Classic, VMS DRS or Voice Continuity.

- **Smart Routing**: Offers intelligent management of incoming calls, such as interactive voice response programming, queue management, busy line management, no reply management and other malfunctions. The customer manages the routing of incoming traffic via MyProximus.

- **Voice Continuity:** Offers easy incoming call forwarding management, the customer manages the routing himself via a mobile App or via MyProximus.

Compatible options (not included):

- ACM (Agent Contact Management): routing of inbound calls to specific employees based on their skills and competencies
- Call campaign: Automatically generates outbound calls to connect customers with employees
- Voice recording of phone calls
- Statistics of all incoming calls (online and from previous calls)
- Additional voice messages

Price

Monthly fee and additional costs (€, VAT excl.) : Each VMS contract contains :
- A monthly fee (€/month) based on the volume of numbers
- TRM traffic (Traffic Routing Management) (setup €/call) based on the traffic volume with a minimum billable amount
- Installation costs

- Example for an Enterprise Voice line with maximum 16 voice channels

  - 20 numbers to activate on VMS : € 53,3/month
  - TRM routing costs : 0,04 €/call (Minimum billable amount TRM € 15/month)
  - Installation (fixed cost) : € 120

- Other configuration: degressive pricing list available on request

Other additional costs - in option (€, VAT excl.) :

- Consultancy : € 950/day (configuration, Training)
- Programming :
  - Small (ex : bijkomende numbers): € 50
  - Large (ex : programming of simple routing) : € 150
  - XLarge (ex: programming of more advanced routing) : € 250
  - Complex : on request

Additional options (not included) (€, VAT excl.)

- ACM (Agent Contact Management) : according to configuration - on request
- Call campaign : according to configuration - on request
- Voice recording (500 MB) (€ 23/month) - degressive prices on request
- Statistics - degressive prices on request
- 10 additional voice messages (€ 4/month)

Duration, renewal and termination
- Undefined term
- Termination, in writing, at any time and free of charge.

Features for end-users with disabilities
Detailed information on adapted solutions: www.proximus.be/handicap

Other relevant information
Prices and descriptions under reserve of errors, of any applicable promotion and subject to change. Only the prices in force at the time of subscription to the concerned service, product or option have contractual value.
By submitting his order, the customer accepts the general and specific terms and conditions as well as the other pre-contractual information available at www.proximus.be/legalmentions