

## Broadband reference offer on Proximus's xDSL network

<p><b>The product's presentation</b></p>	<p>The CRC Decision of 29 June 2018 on the analysis of the broadband and television broadcasting markets<sup>1</sup> obliges Proximus to grant access to its xDSL network. This allows other companies to provide end-users with broadband services <b>on the entire Belgian territory</b>.</p> <p>Proximus's broadband offer allows alternative operators to provide Internet services through the xDSL network. The supported xDSL technologies are ADSL, ADSL2(+) and VDSL2. Requesting access to the multicast offer<sup>2</sup> allows one to provide multicast services to offer e.g. digital television services. A wholesale xDSL bitstream line can also be combined with a fixed telephony service through the PSTN technology provided by Proximus (the so-called wholesale services "with voice"). By asking access to a combination of these services, a bundled offer can be developed, tailored to the end-customer.</p> <p>The reference offers describe all technical, operational, legal and financial aspects playing a role in the provision of these services. The BIPT chose to grant the alternative operators a <b>maximum of autonomy</b>. This way an alternative operator may for instance:</p> <ul style="list-style-type: none"> <li>• determine and request his own broadband profiles;</li> <li>• work with his <b>own technicians</b> to set up connections<sup>3</sup> (following certification of the personnel);</li> <li>• develop and provide his <b>own modem</b> (following the implementation of a test plan);</li> <li>• broadcast his own tv channels;</li> <li>• provide business services.</li> </ul> <p>For more detailed information, we recommend to contact Proximus through the website <a href="https://www.proximus.be/wholesale/">https://www.proximus.be/wholesale/</a>. Should one wish to remain anonymous for Proximus, one may also contact the BIPT through the contact point below.</p>
<p><b>Technical and operational terms</b></p>	<p>The relation between Proximus and an alternative operator is described in full detail in the reference offer<sup>4</sup> that can be found here:</p> <p><a href="https://www.proximus.be/wholesale/en/id_bitstream_xdsl/public/access/regulated-services/bitstream-xdsl.html">https://www.proximus.be/wholesale/en/id_bitstream_xdsl/public/access/regulated-services/bitstream-xdsl.html</a></p> <p>All reference offers exist in <b>1 central document and a number of annexes</b> (referred to in the central document). Among other things they describe the SLAs and KPIs Proximus has to meet to place and execute orders and activate services for instance. They also describe the necessary certification procedures for technicians and modems e.g.</p> <p>An alternative operator has <b>2 possibilities to interconnect with Proximus</b>. A first possibility is through local access, directly in Proximus's local exchanges. A second is through central access,</p>

<sup>1</sup> <https://www.bipt.be/nl/operatoren/telecom/markten/breedband/marktanalyse-2018/besluit-van-29-juni-2018-analyse-van-de-markten-voor-breedband-en-televisieomroep>

<sup>2</sup> As stated in the CRC Decision of 29 June 2018, Proximus only needs to implement the multicast offer following an actual request from an alternative operator. The maximum implementation time for this offer is 12 months. This offer is discussed separately.

<sup>3</sup> The execution of repair work by one's own technicians is not provided for in the reference offer at this time but the CRC Decision of 29 June 2018 stipulates that a reasonable request for implementation thereof can be submitted to Proximus.

<sup>4</sup> A reference offer gives a description of the relevant offers broken down into various components according to market needs, and the associated terms and conditions including prices. It has to be sufficiently detailed in order to guarantee that operators need to pay for facilities that are not necessary for the service requested.

	<p>in Proximus's 5 central interconnection points.<sup>5</sup> The latter option requires the alternative operator to order another Ethernet transport service between the local exchange and the central interconnection point.</p> <p>Certain parts of the reference offer are only available following the conclusion of a non-disclosure agreement (NDA).</p>
<b>Financial terms</b>	<p>In the reference offers' "General Terms &amp; Conditions" the <b>financial warranties</b> the interested parties have to meet in order to be able to obtain access are described.</p> <p>Finally, upon the provision of the services one still needs to pay the (monthly) <b>rental fees and the one-time fees</b>. These rates are detailed in the "Pricing, Compensations &amp; Billing" annex to the reference offer. A summary can be found on Proximus's wholesale website through the following link:</p> <p><a href="https://www.proximus.be/wholesale/en/id_general_information/public/access/regulated-services/general-information.html">https://www.proximus.be/wholesale/en/id_general_information/public/access/regulated-services/general-information.html</a></p> <p>As this reference offer only includes the wholesale services aimed at providing bitstream services, <b>additional costs</b> have to be factored in for the development of retail products based on these reference offers (e.g. own network equipment, interconnection lines, ...).</p>
<b>How do I submit a request?</b>	<p>Parties interested in requesting access to the network upon reading the reference offers, are recommended by the BIPT to do so by means of a registered letter, with the BIPT in copy.</p> <p>According to the <a href="#">market analysis</a> network operators are obliged to negotiate quickly in order to <i>"conclude an agreement within 15 days when the request meets the terms and conditions of the reference offer or when the request only deviates minimally from the terms and conditions of the reference offer...For requests outside of the specifications of the reference offer, the SMP operator has to make every effort to conclude an agreement within a term of four months."</i> (free translation)</p> <p><i>"The terms above only start once the SMP operator has received all necessary information from the alternative operator requesting access (address, financial situation, services requested, technical information on his own infrastructure, etc."</i></p> <p><i>How to do business with Proximus as an operator is explained further <a href="#">here</a>.</i></p>
<b>BIPT contact</b>	<a href="mailto:info@bipt.be">info@bipt.be</a>
<b>Most recent update</b>	June 2020

**Disclaimer:**

The purpose of this sheet is to provide general information to the (candidate) operator; it does not replace the actual reference offer of the operator.

<sup>5</sup> The Proximus xDSL network is subdivided into 5 interconnection zones and covers the entire Belgian territory. An alternative operator who wants to provide his services in the whole of Belgium therefore needs to interconnect with Proximus in each interconnection zone.