

Costs

(VAT included)



General costs (applicable to all services)

Reminders:

Administrative costs for reminders relating to unpaid invoices.

1st reminder	Free of charge
2nd reminder	10 €
3rd reminder and formal notice of default	10 €
Direct debit refused due to insufficient balance in bank account	9 €

How?

- first reminder is sent via SMS or mail
- 2nd and 3rd reminder are sent by mail or SMS (depending on how you receive your invoice)
- you always receive in writing the 4th and last warning before complete suspension of your subscription

Suspension:

Suspension or reactivation after suspension due to late payment	Free of charge
Late-payment interest and compensation as result of an outstanding amount.	15% of the outstanding amount, with a minimum of 62 euros

A duplicate of your invoice

There are several possibilities for requesting a copy of your invoice.

- in pdf via your Customer Zone
- via a link sent per SMS, if you request to receive it by calling (free of charge) to 5000 and then selecting the options 1, 2 and 1
- by post, on paper. This option costs you 5 euros and you can request it by calling the number 5000

Costs applicable to the mobile phone subscriptions

One-time costs:

Activation costs for mobile phone subscription	Free of charge
Renewal of your SIM card Unless renewal due to an wrong handling by the customer.	Free of charge 10 €
Change of number (random number)	Free of charge
Change of number to Gold number	29,75 €
Making smartphone surf-ready	10 €
Making tablet surf-ready	10 €
Transfer of your subscription	Free of charge
Deposit per mobile phone number Orange reserves the right both at the time of contract request and during the term of the contract to request the payment of a deposit.	Maximum 350 €

Monthly costs:

Click [here](#) for an overview of the prices of our tariff plans.