

# Invoicing Charter

This Invoicing Charter contains the invoicing instructions to be followed by all suppliers who supply to Proximus SA, Proximus PLC, Proximus Media House, Proximus NXT IT, ConnectImmo, ADA or Doktr. The suppliers must ensure compliant invoices through the correct channel, respecting all the instructions set out in this document and in the agreed terms or in the general terms and conditions of purchase of Proximus if no agreement has been signed.

In case of conflict between the present invoicing Charter and the agreed terms or the general terms and conditions of purchase of Proximus, the present invoicing charter will prevail.

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## 1. Proximus processes all invoices digitally and automatically.

The supplier is responsible for the correct sending of his invoices to enable Proximus to guarantee an optimal processing of its invoices, and this in accordance with the agreed terms and/or in accordance with the general terms and conditions of Proximus of purchase of Proximus if no agreement has been signed.

The supplier and Proximus agree to no longer use paper invoices, as the supplier has easy access to the Cevinio platform for digital invoicing.

## 2. Proximus uses Cevinio as a platform for invoice processing.

Invoices submitted via Cevinio in accordance with the agreed invoicing instructions are processed quickly, efficiently and accurately by Proximus' supplier accounting.

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

Proximus' suppliers commit to use Cevinio, which Proximus offers to its suppliers free of charge, to send invoices.

The invoices that the suppliers submit via Cevinio must be in the format communicated by Proximus:

- either **PDF** invoices that comply with the Proximus invoice content instructions (see 5).
- or **Machine to Machine**-invoices.

**Machine to Machine**-invoicing requires the setting up of a specific digital system, so this method is mainly used for suppliers with many invoices. The supplier and Proximus work together to set up, maintain and develop the **Machine to Machine**-configuration, with the understanding that each Party bears the cost of its own development.

## 3. Invoicing

As soon as the supplier has been informed that his goods or services have been received, the supplier may invoice, unless stipulated otherwise in the agreed terms, or in the general terms and conditions of purchase of Proximus or in the Purchase order if no agreement has been signed.

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

Invoices shall be issued in accordance with Belgian law.

#### **4. Proximus cannot process invoices that do not contain the Proximus information or the legally required information.**

The incorrect invoices will be rejected and returned so that the supplier can quickly take the necessary corrective action.

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

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#### **5. Proximus invoice content instructions**

The supplier's invoice must contain the following information:

The Proximus information:

- The Proximus Purchase Order number (= PO number)
- Each invoice can only refer to one 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 used by the supplier to receive payments, the supplier must provide the bank certificate (via the [Supplier Support Portal](#)) confirming that the bank account has been opened in the name of the supplier, before sending the first invoice and then each time when the bank account is changed.

- The identity of the client: Full name (Proximus SA. under public law, Proximus PLC, ConnectImmo SA., Proximus Media House SA, Proximus NXT IT SA., ADA SA., Doktr BV), address, VAT number
- The date of delivery of the good or the date of delivery of the services or the date of receipt of the payment or part of the payment, if this date is fixed and differs from the date of issue of the invoice
- Description, quantity of goods and/or services supplied and respective prices of the invoiced items
- The information on the invoice line must correspond exactly to the numbering of the corresponding line on the purchase order.
- Price (broken down by transaction or item when different VAT rates apply), discount granted
- If applicable: the recycling fee (Recupel, Bebat, Auvibel, ...) must be mentioned.
- The amount excluding VAT, the VAT rate (percentage) and the VAT amount per rate, the total amount to be paid.

All notices relating to the application of the 0% VAT rate or VAT reverse charge must be included on all types of invoices, whether digital or not.

## **6. Proximus will reject invoices that do not comply with the Proximus invoice content instructions**

Non-compliant invoices will not be accepted; Proximus requires only corrected invoices, not credit notes. Failure to comply with this instruction may result in delays in invoice processing and risk of non-payment.

## **7. Examples of errors that prevent Proximus from processing the invoice:**

- Incorrect invoice (e.g., missing legally required information, 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) cannot be invoiced as 12 times 1 piece.

- An invoice for an order line that has already been invoiced
- An invoice for a purchase order or order line that has been deleted, canceled, or expired
- An invoice for a rejected goods receipt or refused service receipt
- The VAT number of the supplier on the invoice differs from the VAT number of the supplier on the purchase order (without being subject to a previously 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)

## 8. Proximus PDF invoice delivery instructions

Suppliers must send their invoices in PDF format to the following email address: [pxsgroup.ap@cevinio.com](mailto:pxsgroup.ap@cevinio.com). To ensure accurate processing, please follow the following guidelines:

- Invoices are only accepted from an officially recognized Proximus supplier and sent by the supplier
- Only invoices, debit and credit notes can be sent to this email address. For any other communication, such as reminders or questions, please use the [Supplier Support Portal](#).
- Each email may contain only one single attachment, which should be the PDF invoice only. This PDF invoice is limited to 150 pages and must not exceed 250MB.
- Involved parties are reminded to submit the invoice email only once. In case of difficulties, please do not resend the invoice and instead contact us via the [Supplier Support Portal](#).

## 9. Roaming and Interconnect suppliers

Roaming suppliers that use a clearing house for invoice processing and are unable to comply with the guidelines may send their invoices to [roaming\\_invoices@proximus.com](mailto:roaming_invoices@proximus.com).

Interconnect suppliers may send their invoices to [interconnect.fix.invoices@proximus.com](mailto:interconnect.fix.invoices@proximus.com).

All other suppliers are expected to follow the guidelines for Proximus invoice delivery instructions. If this is not possible, please contact us via the [Supplier Support Portal](#).

## 10. Contacts 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 Portal: [www.proximus.com/suppliers/Supplier-Support-Portal.html](http://www.proximus.com/suppliers/Supplier-Support-Portal.html) or telephone on 0800 92 132.

In exceptional cases, paper documents can be sent to:

- either **Proximus SA under public law**, Boulevard du Roi Albert II 27, 1030 Brussels, Belgium
- or **Proximus Media House SA**, Rue Carli 2, 1140 Evere, Belgium
- or **Proximus NXT IT SA**, Boulevard du Roi Albert II 27, 1030 Brussels, Belgium
- or **ConnectImmo SA**, Boulevard du Roi Albert II 27, 1030 Brussels, Belgium
- or **Proximus Ada SA**, Boulevard du Roi Albert II 27, 1030 Brussels, Belgium
- or **Doktr BV**, Boulevard du Roi Albert II 27, 1030 Brussels, Belgium.