

Belgium / Belgacom

11 Oct 2014

Belgacom is the incumbent telecommunications operator in Belgium. Following privatisation and up to end-2003, Belgacom was owned by the Belgian government (50 per cent plus one share) and ADSB Telecommunications (50 per cent minus one share). The latter was an international consortium made up of SBC, Singapore Telecom, TDC and a group of investors from the financial sector.

In 2003, after a share buy-back, ADSB Telecommunications ceased to be a major stakeholder. As of Q3 2012, the Belgian government holds 53.5 per cent in Belgacom, Belgacom itself holds 5.9 per cent, and the remaining 43.1 per cent of shares are in free float.

On 13 February 2014, Belgacom entered into exclusive negotiations with Vivendi to sell off 100 per cent of its shares in Groupe Telindus France for a consideration of EUR 95 million. The transaction was completed on 30 April 2014.

Belgacom is the Belgian market leader in a number of areas, including retail and wholesale fixed line telephony services, mobile communication services, broadband data, Internet and IPTV services.

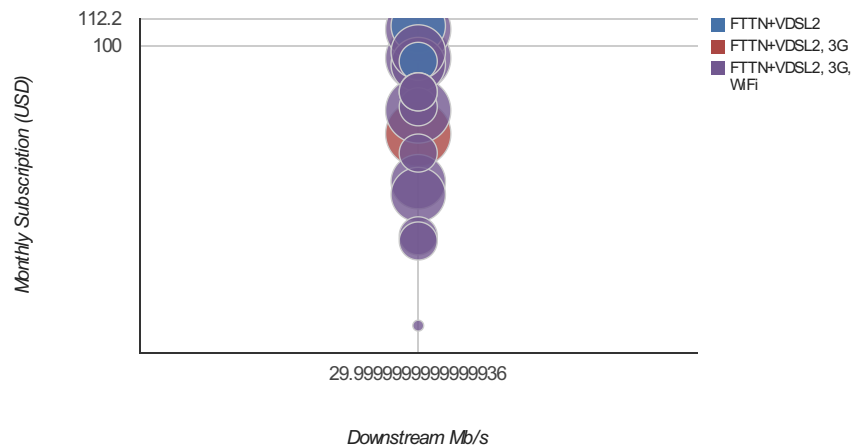
[<http://www.belgacom.be>][1]

[1]: <http://www.belgacom.be> [92710]

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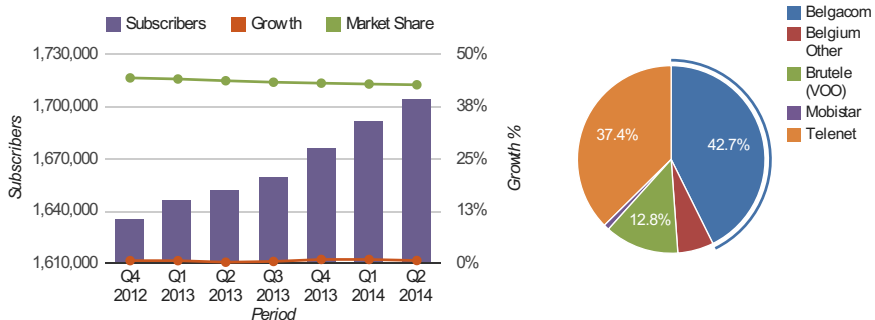
Tariffs



Financials

Date	Revenue	EBITDA	Net profit	ARPU	Currency	
30-Jun-2014	1,568,000,000	491,000,000		26	EUR	Quarter
31-Mar-2014	1,480,000,000	412,000,000		26	EUR	Quarter
31-Dec-2013	1,582,000,000	413,000,000		26	EUR	Quarter
30-Sep-2013	4,736,000,000	1,300,000,000		27	EUR	9 Month
30-Jun-2013	1,583,000,000	430,000,000			EUR	Quarter
31-Mar-2013	1,586,000,000	441,000,000		26	EUR	Quarter
31-Dec-2012	6,462,000,000	1,784,000,000		27	EUR	Year
31-Dec-2012	1,644,000,000	425,000,000		26	EUR	Quarter
30-Sep-2012	4,818,000,000	1,346,000,000		26	EUR	9 Month
30-Jun-2012	3,198,000,000	900,000,000			EUR	Half
31-Mar-2012	1,588,000,000	466,000,000			EUR	Quarter
31-Dec-2011	6,406,000,000	1,912,000,000			EUR	
30-Sep-2011	4,790,000,000	1,447,000,000			EUR	
30-Jun-2011	1,612,000,000	512,000,000			EUR	
31-Mar-2011	1,583,000,000	480,000,000	194,000,000		EUR	
31-Dec-2010	6,603,000,000	1,984,000,000			EUR	
30-Sep-2010	4,945,000,000	1,925,000,000			EUR	
31-Mar-2010	1,641,000,000	931,000,000	638,000,000		EUR	
31-Dec-2009	5,990,000,000	1,955,000,000	904,000,000		EUR	
30-Sep-2009	4,472,000,000	1,426,000,000				
30-Jun-2009	2,996,000,000	994,000,000				
31-Mar-2009	1,492,000,000	492,000,000				
31-Dec-2008	5,978,000,000	1,990,000,000	800,000,000			
30-Sep-2008	4,435,000,000	1,527,000,000				
30-Jun-2008	2,962,000,000	1,024,000,000				
31-Mar-2008	1,469,000,000	518,000,000	236,000,000			
31-Dec-2007	6,065,000,000	2,031,000,000	958,000,000			
30-Sep-2007	2,693,000,000	852,000,000	443,000,000	32		
30-Jun-2007	1,823,000,000	574,000,000	302,900,000	32		
20-Jun-2007	1,823,000,000	574,000,000	302,900,000	32		
31-Dec-2006	3,630,000,000	1,116,000,000	547,000,000	32		
31-Dec-2005	2,961,000,000		538,000,000	33		

Statistics



2014

July – **Norton Internet Security**. Belgacom added two new security solutions - Norton Mobile Security and Norton Multi Security for its customers at an additional monthly charge. [93380]

April – **The Flemish government**. Belgacom was chosen by The Flemish government along with HP for the "Operation of ICT services" of the government. The seven year contract is worth up to EUR 500 million and will be completed by the two companies under the name of HB-plus. [92710]

April – **4G in France**. Belgacom launched 4G services in France. [92710]

April – **VDSL coverage**. 90 per cent of population [93673]

March – **Belgacom cloud**. Belgacom launched its cloud services allowing its customers to have 10GB of free online storage with the operator. [92710]

March – **Rebranding of Proximus**. Belgacom rebranded Proximus, its mobile brand, and added it under the company's logo, launching it as its main commercial brand. Now the operator has one brand for all its mobile, fixed and IT solutions.

February – **VDSL2 vectoring network**. Belgacom has announced the commercial launch of its vectoring network in collaboration with Alcatel-Lucent. Nationwide activation of the vectoring technology got underway in December 2013 in the town of Mechelen, with Herstal, Laeken, Roeselaere and Mons following soon after. In the next phase more towns will be activated from April 2014 and by 2016 Belgacom expects to have completed the upgrade of its entire VDSL2 network, which consists of 22,000 remote optical cabinets. [93072]

2013

December – **VDSL2 coverage**. At the end of 2013 Belgacom had more than one million active VDSL2 lines, and its network covered 88.5 per cent of the population.

June – **4G network coverage**. Belgacom announced that its LTE technology services are available in more than 100 towns across the country and the company expects that by the end of the month the network will cover 35 per cent of population in Belgium. Its 3G network now covers 99 per cent of the population. [88704]

2012

July – **4G network expansion**. 3 July 2012: Belgacom expanded its 4G network to five more cities: Antwerp, Ghent, Leuven, Liège and Namur.

March – **Internet Everywhere - Service revamp**. 28 March 2012: Belgacom revamped and renamed its Internet offer for residential and business customers and also introduced its new service, Internet Everywhere, which included mobile broadband and access to 500,000 hotspots in Belgium. The service was included in all residential and business tariffs.

2011

November – **4G licence**. 28 November 2011: Belgacom acquired a 4G licence in the 2.6GHz frequency band during the auction held by the BIPT for EUR 20.22 million, a licence valid for 15 years.

November – **Wi-Fi network**. 14 November 2011: Belgacom launched the rollout of the largest Wi-Fi hotspot network in Belgium. By end-2011 over 100,000 Wi-Fi hotspots were to be installed and in 2012, this network would be extended to more than 500,000 Wi-Fi hotspots.

June – **LTE rollout**. 28 June 2011: Belgacom announced it had begun upgrading its mobile network to LTE. Belgacom was the first Belgian operator to start rolling out 4G. A limited group of Belgacom professional customers were given the opportunity to start to use 4G immediately via USB modems. Belgacom used the 1.8GHz band for the 4G rollout with coverage in Hasselt, Mons, Waver and the industrial park of Haasrode.

May – **New bundled Internet offer**. 31 May 2011: Belgacom launched a new bundled Internet offer allowing

people to communicate and surf the Internet from anywhere. The service included Internet at home (Wi-Fi) and Mobile Internet (3G) with Samsung Galaxy Tab (tablet) for EUR 39.99 per month.

April – **The Phone House Belgium acquired.** 15 April 2011: Belgacom acquired 'The Phone House Belgium' stores from the joint venture between Best Buy and Carphone Warehouse. With the acquisition of 114 stores from The Phone House Belgium, Belgacom would increase its proximity to its customers and offer them more tailored, personalized services.

2010

September – **Speed increase.** 1 September 2010: Belgacom increased download and upload speeds of its Internet services without raising rates. Speeds of Internet Start increased to 3Mbps/400Kbps, Internet Comfort to 12Mbps/1.5Mbps, Internet Favorite to 25Mbps/3.5Mbps and Internet Intense to 30Mbps/4.5Mbps.

June – **Belgacom fined.** 29 June 2010: Belgacom was fined EUR 800,000 for violating rules on transparency by the Belgian regulator BIPT. Belgacom had announced in early February 2010 changes to its Internet subscriptions, but had not made its customers aware of their legal right to cancel their subscriptions due to the changes in service conditions.

June – **Service Upgrade.** 1 June 2010: Belgacom increased the speed of its Internet service 'Internet Start' to 3Mbps from 2Mbps and download volume from 2GB to 15GB. Download volume for Internet Comfort increased from 8GB to 50GB and for Internet Favorite from 75GB to 100GB. The monthly charges remained unchanged.

May – **OnLive.** 17 May 2010: Belgacom invested in an exclusive strategic partnership with OnLive. OnLive is a cloud gaming pioneer with a unique digital entertainment delivery platform. It distributes high-end video games which are delivered instantly through the Internet to PCs and Macs. Belgacom took a 2.6 per cent shareholding in OnLive alongside Warner Bros., AT&T, BT, Autodesk and Maverick Capital.

2009

November – **Huawei.** 20 November 2009: Belgacom and Huawei signed an agreement for the upgrade of Belgacom's Proximus Radio Access Network. Huawei provide innovative and industry-leading SingleRAN solution for the upgrade of Belgacom's entire radio access network across Belgium.

April – **All-In-One offer.** 30 April 2009: Belgacom launched 'All-In-One' offer. The service included fixed and mobile calls, Internet and Belgacom TV. The entry package amounted to EUR 66.55 per month.

April – **Belgacom TV Comfort.** 27 April 2009: Belgacom renamed its TV service Classic+ to Belgacom TV Comfort. The new TV Comfort offered 82 classic and thematic channels in Flanders, 90 in Brussels, 75 in Wallonia, Comfort View and included 5 channels in HD. Customers were charged EUR 12.50 per month for the service and an additional EUR 6 per month for the decoder.

March – **Ikanos Communications.** 11 March 2009: Belgacom announced an agreement with semi-conductor and software products provider Ikanos Communications for the latter to provide central office and customer premises equipment based on Ikanos chipsets for the operator's VDSL2 infrastructure. The upgrade of Belgacom's broadband network to VDSL2 and use of a very stable IP platform would bring high-quality, Internet-based capabilities like IPTV to consumers' homes.

2008

November – **Scarlet.** 7 November 2008: Belgacom announced that the Belgian Competition Council had formally authorized the transaction of the acquisition of Scarlet SA. Belgacom and Scarlet expected to close the acquisition by the end of November 2008.

August – **Acquisition of Tele2 Luxembourg.** 6 August 2008: Belgacom announced the completion of the acquisition of Tele2 Luxembourg with which Belgacom significantly increased its presence in Luxembourg. Tele2 Luxembourg was the second largest mobile player in Luxembourg with 237,000 mobile customers and a 39 per cent share of the mobile market. It also served 23,500 CPS and 10,100 broadband customers in

Luxembourg. As part of the transaction, Belgacom also acquired Tele2's fixed and mobile operations in Liechtenstein.

July – **BroadSoft Inc.** 16 July 2008: Belgacom selected BroadSoft Inc., a provider of VoIP application software, and its product BroadWorks(R) application platform to deliver voice and multimedia services to the enterprise segment. The BroadWorks(R) application platform would be used on top of an IP Multimedia Subsystem (IMS) core network. Belgacom's Integrated Telephony Services (ITS) would be migrated from a pre-IMS environment onto the IMS core network.

June – **Increase of speed.** 25 June 2008: Belgacom increased the speeds and monthly volumes provided with services, such as Belgacom ADSL Light, Go, Plus and VDSL Boost. The monthly volume of the ADSL Budget service increased considerably and the changes were made without surcharges to the end user or their monthly fee. The ADSL Time offer remained unchanged. The download speed of the ADSL Light service increased from 2Mbps to 4Mbps, ADSL Go and ADSL Plus download speed increase from 4Mbps to 12Mbps.

February – **Belgacom acquires Scarlet.** 15 February 2008: Belgacom acquired Scarlet NV, an infrastructure-based communication service provider. Scarlet offered its international customer base (mainly in Belgium and the Netherlands) of 180.000 broadband clients a variety of products with a "no frills" positioning. Scarlet would continue to operate as a separate business unit while network and operational synergies were being worked out. Belgacom acquired all shares of Scarlet N.V. for EUR 185 million on a debt and cash free basis.

February – **Novasys.** 1 February 2008: Belgacom and Novasys, a Swiss company and GIS supplier for Internet and Mobile devices in Europe, renew their agreement for the marketing of the 'SMS Carto' service in Belgium. The two companies extended their partnership through the implementation of mapping and routing on the websites www.1307.be and www.1207.be, based on Novasys' Maponair® platform. The 'SMS Carto' service was designed to enable mobile users to receive details of any required address through a dynamic map on their mobile phone. 'SMS Carto' was initially made available to Proximus and Mobistar customers and began with a test phase at BASE.

January – **More surf comfort for ADSL customers.** 9 January 2008: In response to the needs of its customers, Belgacom announced it would now offer ADSL subscribers more surf comfort by reducing transfer times from 10 January 2008. Belgacom said it was stepping up its downstream speeds as well as upstream speeds at no additional cost to existing customers - ADSL Time & ADSL Budget: the download speed would increase from 512Kbps to 1Mbps. ADSL Light: the upload speed would increase from 192 to 256Kbps. The download speed would double from 1 to 2Mbps. ADSL Go and Plus: the download speed would remain unchanged at 4Mbps, while the upload speed would increase from 256 to 400Kbps. From 1 February, with the ADSL Plus package, the download volume included in the subscription would increase from 30 to 35GB per month.

2007

December – **More improvements on mobile Internet service.** 1 December 2007: The Belgacom Group took a step in the convergence of products and services with the launch of an offer combining mobile Internet and ADSL. Customers would be able to combine their ADSL service with the new offer Mobile Internet. The operator launched the offer to respond to the growing demand for Internet access anywhere, at home and on the move. The new service would be facilitated using the Proximus 3G network and would result in more simplicity for customers in paying just one bill (to Belgacom).

November – **New budget ADSL service.** 28 November 2007: Belgacom launched a new ADSL offering with ADSL Budget, aimed at attracting the remaining narrowband users that have remained in Belgium. Narrowband subscribers could now choose between the various ADSL packages, allowing Belgacom to stop its dial-up service. Belgacom boosted the coverage of ADSL technology in Belgium. At end-November 2007 coverage reached 99.7 per cent of the population, thanks to the application of a new technology, "reach extended ADSL," in the network. The new ADSL Budget service, launched on 1 December 2007, was initially made available for EUR 20 per month and offered speeds of up to 512Kbps.

October – **Nokia Siemens Networks.** 10 October 2007: Belgacom and Nokia Siemens Networks strengthen their partnership with the extension of their IPTV contract for the delivery and integration of an IPTV solution for another three years. Nokia Siemens Networks is also supporting Belgacom's plan to add high-definition television to its existing portfolio of interactive TV services via IP-based broadband lines. Nokia Siemens Networks will deliver and integrate set-top boxes for high-definition TV into Belgacom's network. To save

access bandwidth, high-definition content was transmitted in the highly compressed H.264 (MPEG-4) format. The first boxes would be delivered from November 2007 and integrated throughout Belgacom's IPTV network.

October – **Alcatel-Lucent**. 10 October 2007: Belgacom selected Alcatel-Lucent's VDSL2 fibre-to-the-node solution. This new network upgrade would help Belgacom move to large-scale triple play, including multiple IPTV channels on multiple TV sets simultaneously and High Definition Television (HDTV) to more than 60 per cent of the Belgian households in spring 2008. The project included an agreement under which Alcatel-Lucent would implement its ISAM (Intelligent Services Access Manager) platform. Deploying VDSL2 was part of Belgacom's Broadway infrastructure project to bring fibre down to the street cabinet level on a national scale. After successfully passing the integration phases, it reached the final lab-testing stages in parallel with the necessary IT integration. The rollout throughout Belgium would cover 14,000 nodes.

June – **New mobile and internet service bundle**. 18 June 2007: Belgacom and Proximus introduced a new bundled offer with Internet and mobile telephony. The fixed telephone line was optional with this pack. The new offer brought the number of bundled offers to five: besides the new pack with mobile telephony and Internet, the Belgacom Group offered two packs combining Internet and television and two packs combining Internet, television and mobile telephony. Customers who purchased the Pack Internet + Mobile saved about 10 per cent per month on mobile calls & surfing.

June – **Alcatel**. In 2007, Alcatel supplied 7670 Routing Switch Platform (RSP) to Belgacom to aggregate DSL traffic.

June – **ADSL coverage**. ADSI is now available to 98.6 per cent of Belgian households

March – **Naked ADSL launched**. March 2007: Belgacom launched ADSL services without-fixed-line ("Naked ADSL") to address a rising demand from mobile-only customers.

2006

December – **Personal Power TV**. In December 2006, Belgacom launched Personal Power TV, a Web television service freely available to Belgacom ADSL customers.

December – **Bednet**. In December 2006, Belgacom announced its support to non-profit association Bednet, which helps hospitalized children. Belgacom would contribute ADSL lines and PCs.

November – **Omantel**. In November 2006, Belgacom International Carrier Services (ICS) announced that they had signed a Memorandum with Omantel which would help develop Belgacom's international carrier services in the Middle East.

October – **320 more WiFi Hotspots**. In October 2006, Belgacom signed an agreement with Volkswagen, Audi, Seat, Skoda and Porsche to install 320 WiFi Hotspots in sales and service outlets of these car manufacturers.

August – **Sale of stake in NeufCegetel**. In August 2006, Belgacom and SFR agreed that SFR would buy Belgacom's 5.8 per cent stake in Neuf Cegetel. SFR would pay at least EUR 17 per share, or a total amount of EUR 187 million.

July – **Acquisition of InfraSystems Solution Sverige**. On 5 July 2006, Telindus Group, owned by Belgacom acquired the Swedish IT specialist InfraSystems Solutions Sverige AB. Active in the Swedish ICT sector since 1994, InfraSystems is a specialist provider of integrated IT and telephone technologies.

June – **SupportSoft**. On 21 June 2006, the company partnered with SupportSoft to deploy 'SupportSoftServiceVerify' and 'Service Gateway' software. The software would assist in service-verification and remote CPE management processes involved in Belgacom's 'triple play' services offered.

June – **Siemens Communications**. On 12 June 2006, Belgacom signed an agreement with Siemens Communications to deploy a flexible optical network. This would enable the operator to connect 16 of its European telecommunication nodes and offer its customers a transmission capacity up to n x 40Gbps wavelengths.

June – **Skynet**. In 2006, Belgacom's subsidiary, Belgacom Skynet, was confirmed as Belgium's leading supplier of Internet access services. In 2006 Belgacom was also active in France (Belgacom France), in the

'Euregion' (Tritone Telecom), in the Netherlands (BEN) and in North America through Belgacom North America. It also had local Points of Presence (POPs) in several European countries.

June – **Broadband trends 2006.** In 2006, Belgacom's Fixed Line Segment maintained its broadband market share in the Belgian residential retail market of just above 50 per cent. But broader adoption of "ADSL Light" offers and promotions drove the average ADSL ARPU down (-3.6 per cent to EUR 31.60), a sharp focus on customer acquisition and retention via attractive offers kept the DSL customer base growing throughout 2006, at the same pace as in 2005 (150,618 lines in 2006 versus 149,044 in 2005), resulting in an overall Internet revenue increase of 8.3 per cent.

June – **FTTc, VDSL rollout.** In 2006, in preparation for Belgacom's future needs, the Broadway project was launched bringing fibre-to-the-street-cabinet and rolling out a VDSL platform between street cabinet and customers. The rollout was kept on track, reaching a VDSL coverage of 45 per cent at the end of 2006, for which EUR 103 million CAPEX was spent in 2006. Earlier, in H2 2005, Belgacom started the rollout of ADSL2+ as a broadband technology to improve the quality and accessibility of Belgacom TV services. Thanks to the combined rollout of VDSL and ADSL2+, 79.5 per cent of Belgian households had the potential access to Belgacom TV by the end of 2006.

June – **750 WiFi Hotspots.**

May – **Veraz Networks.** In May 2006, the operator signed an agreement with Veraz Networks, to upgrade its existing switching infrastructure. This would also include upgrading of Belgacom's 100,000 VoIP ports.

April – **New service launched.** In Q2 2006, the operator introduced 'Belgacom ADSL Light' business plan with speeds up to 512Kbps. Later in that same quarter, the operator increased the upload speeds of 'Belgacom ADSL Go' residential plans by 30 per cent.

March – **Ikanos.** In March 2006, the operator used Ikanos' CleverConnect® 600 and SmartLeap® 8100 products, for introducing broadband services based on VDSL technology.

February – **SupportSoft.** In February 2006, Belgacom partnered with SupportSoft to deploy its SmartAccess software solution over its network for Belgacom's IP-based TV offerings.

February – **MTN Group.** In February 2006, the operator signed an agreement with MTN group to provide the latter with its full range of Voice and Data services.

January – **Telindus.** In January 2006, Telindus joined the Belgacom Group, becoming its ITC service branch. Both would together aim to become the leader in the European ITC landscape and interconnectivity and ICT services. Telindus achieved a turnover of EUR 618 million in 2005, being present in 14 countries in Western Europe, Hungary, China and Thailand.

2005

July – **Incatel.** In July 2005, Belgacom signed an agreement with Incatel to deploy the latter's IP Address Management (IPAM) system over its network. This would enable the operator to automate its allocation of IP addresses system improving its cost-effectiveness and service delivery speed. In November 2004, Belgacom had signed an agreement with Incatel for the supply of inventory solution for its data and broadband services.

June – **Marconi.** In June 2005, Belgacom signed an agreement with Marconi to deploy Marconi's OMS1664 next-generation multi-service provisioning platform (MSPP) over its network. This would enable the operator to manage its broadband services more effectively.

April – **Speedy new SDSL service.** In Q2 2005, Belgacom launched SDSL services with speeds up to 2Mbps in its business grade. It also launched 'Belgacom ADSL Pro Compact' business service which delivered up to 4.6Mbps. Belgacom increased the upstream speeds of 'Belgacom SkyNet ADSL Pro Compact [M]', 'Belgacom SkyNet ADSL Pro Compact [L]' and 'Belgacom SkyNet ADSLOffice' from 256Kbps to 384Kbps and 448Kbps to 512Kbps respectively. It also increased the downstream speeds of 'Belgacom ADSL SkyNet [XL]' and 'Belgacom ADSL SkyNet [XXL]' from 3.3Mbps to 4.6Mbps.

February – **Swisscom.** On 23 February 2005, the operator partnered with Swisscom's Fixnet to form a joint venture by combining their international carrier businesses. Belgacom was to own 72 per cent and Swisscom Fixnet 28 per cent of shares in the new company.

February – **Italtel and Cisco Systems.** In February 2005, Belgacom entered into an agreement with Italtel and Cisco Systems to develop its Internet Protocol (IP) based multimedia services. This would enable Belgacom to deliver voice-over-IP and other multimedia real-time communication services to its residential and business segments.

January – **Time-based service launched.** In January 2005, Belgacom launched 'Belgacom ADSL Time', a time-based service with speeds up to 512Kbps/128Kbps (downstream/upstream) in the residential grade. It also introduced VDSL services, 'Belgacom VDSL Boost' for its residential customers and 'Belgacom VDSLOffice' for its business customers, with speeds up to 9Mbps/400Kbps and 9Mbps/600Kbps respectively.

2004

October – **Increase in service speed.** In Q4 2004, Belgacom increased the downstream speeds of its 'Belgacom ADSL Go' and 'Belgacom ADSL Plus' residential services from 3.3Mbps to 4Mbps. It increased the speeds of 'Belgacom ADSL Go Access' and 'Belgacom ADSL Plus Access' from 3Mbps/128Kbps (downstream/upstream) and 3Mbps/192Kbps to 4Mbps/192Kbps and 4Mbps/256Kbps respectively in its residential grade. The operator also increased the downstream speeds of 'Belgacom SkyNet ADSL Pro Compact', 'Belgacom SkyNet ADSL Pro' and 'Belgacom SkyNet ADSL Office' business services from 3.3Mbps to 4.6Mbps and the data transfer limits by over 150 per cent.

June – **Siemens.** In June 2004, Belgacom signed an agreement with Siemens to provide end-to-end turnkey solution for its network. The equipment would enable the operator to conduct its planned pilot of interactive digital television (iDTV) services. Siemens also worked with Myrio for the middleware to enable the application, nCube for the Video on Demand server, Verimatrix for content protection system, and Tandberg Television for the video-broadcast equipment for Belgacom's TV-centric online services.

May – **Alcatel.** In May 2004, Belgacom signed an agreement with Alcatel to supply VDSL infrastructure for its proposed launch of interactive TV in 2004.

April – **Revision of ADSL offering.** In Q2 2004, Belgacom revised its ADSL offerings by reducing tariffs in its residential and business grades. It also announced its plans to launch 'ADSL Light', a new entry-level service for its residential and business users on 1 June 2004. The service would be priced at ATS 29.95/month with speed up to 512/128Kbps (downstream/upstream). The company would also increase the upstream speed of Skynet GO (128Kbps) and Plus (192Kbps) service to 192Kbps and 256Kbps respectively.

2003

September – **SkyNet Mail Protection.** In September 2003, Belgacom launched SkyNetMail Protection, an automatic anti-virus and anti-spam service for its ADSL Go and Plus and dial-up customers. Under an introductory offer, the service was free until 15 November 2003.

June – **OD2.** In June 2003, Belgacom entered into a partnership with OD2 (an online music distribution company) to offer music download to its ADSL users. Belgacom's ADSL customers, who subscribe to the Skynet Music Club before 23 September 2003, could now download free music from OD2.

February – **SupportSoft.** In February 2003, Belgacom and Support Soft signed an agreement to provide software solutions for its broadband service. The software included Smart Access and Service Automation Suite, enabled Belgacom to automate the installation of broadband service and provided ongoing support to customers.

January – **Increase of speed.** In Q1 2003, Belgacom increased the peak downstream transmission rates to 3Mbps from 1Mbps/750Kbps available earlier. The increased rates were available to all ADSL subscribers and the implementation was expected to be completed by the end of the quarter.

2002

December – **ADSL penetration.** On 31 December 2002, 98 per cent of the Belgian population had access to Belgacom's ADSL services. By early-2003, Belgacom had achieved the highest penetration rate for ADSL in Europe. The operator had increased its network capacity, which would speed up the maximum downstream

transmission rates for all ADSL subscription packages to 3Mbps.

June – **Telia International Carrier.** June 2002: Belgacom announced its partnership with Telia for International backbone contingency. Under the agreement, Belgacom reserved DWDM capacity on Telia's Viking network for six months to secure its pan-European network.

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April – **Launch of SDSL service.** 15 April 2002: Belgacom launched its SDSL service. Later, in Q4 2003, the operator launched Temporary SDSL services, customised for temporary offices. The services were targeted at events such as exhibitions and demonstrations.

2001

December – **Spirent Communications.** In December 2001, Belgacom announced a partnership with Spirent by which the latter would supply SmartBits Traffic Generator and Analysis units to the operator for analysis of network performance of ADSL subscriber networks prior to deployment.

December – **Self-installation kit user rate.** December 2001: A survey found that approximately 90 per cent users of ADSL Go were using Belgacom's Do-it-Yourself kits, the self-install kits designed by the operator for its customers.

October – **Redback Networks.** In October 2001, Redback Networks supplied SMS 10000 platform to Belgacom to aggregate and manage high volumes of subscribers to its DSL access services.

July – **ADSL customer increase.** In July 2001, Belgacom attributed the increase in the ADSL customers between 2001-2002 to the rapid take-up of self-install DSL kits, with a self-install kit used by 75 per cent of customers as of July 2001 and by 90 per cent by December 2001.

June – **450 Exchange areas; 92 per cent of customers.**

2000

September – **EUTELSAT.** 8 September 2000: Belgacom launched the Internet-over-satellite service, which would offer high speed Internet connectivity via EUTELSTAT satellites. The service was aimed at ISPs and corporate users located in areas with poor terrestrial infrastructure.

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1999

June – **Areas covered.** At launch the service covered the areas below plus Namur and Hasselt. Other areas to be added include Anderlecht, Boitsfort/ Bosvoorde, Drogenbos, Evere, Ixelles/ Elsene, Molenbeek, Schaarbeek, Tervuren, Uccle/Ukkel, Woluwe, Berchem, Hemiksem, Wilrijk, Diepenbeek, Turnhout and Jambes.

April – **ADSL introduction.** 1 April 1999: Belgacom's Turbo Line ADSL service officially moved to full commercial operation. The service initially covered 30 to 35 per cent of telephone customers and was intended to be available to 75 per cent of customers by the end of 2000. It was aimed at residential and SME customers.

1998

June – **Launched as 6-month commercial pilot in January 1998.** Belgacom launched as a 6-month

commercial pilot in January 1998 in Antwerp, Brussels, Leuven, Liège, Mechelen, Gent and Charleroi. Extended to pre-commercial phase in October 1998.

January – **Turbo Line**. January 1998: Turbo Line was originally launched as a six-month commercial pilot. The trial was initiated with 1,000 users in the Antwerp, Brussels, Leuven, Liège, Mechelen, Gent and Charleroi areas, and was extended to a pre-commercial phase in October 1998. The company reported that 80 per cent of customers who had taken the trial agreed to recommend the service.