



STANDARDISED INFORMATION FICHE

Valid as of 1st June 2021

OFFER NAME	Joi M+
COVERAGE	SFR network. More information on : www.joitelecom.fr
PRICE AND DESCRIPTION OF THE OFFER	<p>INCLUDED CALLS Unlimited ¹</p> <p>INCLUDED SMS Unlimited ²</p> <p>INCLUDED MMS Unlimited ³</p> <p>INCLUDED INTERNET 10 GB ⁴</p> <p>MONTHLY FEE €19.99</p> <p>PROMOTION €17.99 (for the first 12 months, only for new customers)</p> <p>All prices are inclusive of VAT.</p> <p>(1) Unlimited hours of calls from France to all mobile and fixed numbers in metropolitan France, DOM as well as within EU countries. When the calls allowance is consumed, calls are priced at 0,38 € per min (DOM at 0,50 € per min). Maximum 2 hours per call, beyond this the pricing is 0,38 € per min (DOM at 0,50 € per min). Calls made to special numbers, calls made from radio boxes are not included. Video calls and conference calls are unavailable.</p> <p>(2) Unlimited SMS from metropolitan France and DOM to all mobile and fixed numbers in metropolitan France, DOM as well as within EU countries. SMS from and to abroad, special numbers and Chat SMS are not included. Maximum 100 different recipients every month (total with MMS recipients), beyond this the pricing is 0,10 € per SMS. Premium SMS is unavailable.</p> <p>(3) Unlimited MMS from metropolitan France and DOM to all mobile numbers in metropolitan France and DOM. Maximum 100 different recipients every month (total with SMS recipients), beyond this the pricing is 0,15 € per text MMS and 0,40 € per picture, audio or video MMS. MMS from and to abroad and special numbers are not included. Premium MMS is unavailable.</p> <p>(4) Data may be used both nationally and internationally. Monthly data allowance can be used in the EU Please refer to the Price Guide for allowance amounts. BlackBerry Internet Service is not available. Download speeds are up to 42 Mbps with a 3G compatible phone, and up to 75 Mbps (800 MHz frequency) or 112,5 Mbps (1800 or 2600 MHz) with a 4G compatible phone, and up to 187,5 Mbps with 4G+. When the allowance is consumed, the download and the upload speeds will be reduced to 64 Kbps until the end of the billing period.</p> <p>You can find more information about all the rates in the JOi Mobile Price Guide.</p>
CONTRACT DURATION	12 months

BILLING INTERVAL	National voice calls are rated per second, starting from the first second. National internet mobile traffic is rated per KB, starting from the first KB. (1MB = 1024KB)
SERVICES INCLUDED	Number Presentation, Voicemail from France.
NETWORK SPECIFICATIONS	GSM/GPRS/3G/3G+/4G/4G+. Subject to network coverage in your area and compatible mobile phones.
MOBILE INTERNET SPECIFICATIONS	Download speeds are up to 42 Mbps with a 3G compatible phone, and up to 75 Mbps (800 MHz frequency) or 112,5 Mbps (1800 or 2600 MHz) with a 4G compatible phone, and up to 187,5 Mbps with 4G+.
CUSTOMER SERVICES	Our Customer Services is open Monday to Friday, 9:30 - 17:30. For 24 hour support, please see our FAQ section at www.joitelecom.fr where you will find the answers to most of your questions.
	121 This number is free of charge and available when calling from a JOi Mobile number in Metropolitan France.
	+33 187 212 016 Use this number when you are abroad or calling from a different number than your JOi number. Standard rates apply.
	www.joitelecom.fr You can also get in touch with us via Chat or by filling in a contact form.
CONDITIONS FOR CONTRACT TERMINATION	You can request to cancel your subscription over the phone or in writing (letter, fax and via our online contact form). See our Term & Conditions at www.joitelecom.fr .

OFFER NAME	Joi L+
COVERAGE	SFR network. More information on : www.joitelecom.fr
PRICE AND DESCRIPTION OF THE OFFER	<p>INCLUDED CALLS Unlimited ¹ INCLUDED SMS Unlimited ² INCLUDED MMS Unlimited ³ INCLUDED INTERNET 20 GB ⁴</p> <p>MONTHLY FEE €26.99 PROMOTION €18.99 (for the first 12 months, only for new customers)</p> <p>All prices are inclusive of VAT.</p> <p>(1) Unlimited hours of calls from France to all mobile and fixed numbers in metropolitan France, DOM as well as within EU countries. When the calls allowance is consumed, calls are priced at 0,38 € per min (DOM at 0,50 € per min). Maximum 2 hours per call, beyond this the pricing is 0,38 € per min (DOM at 0,50 € per min). Calls made to special numbers, calls made from radio boxes are not included. Video calls and conference calls are unavailable.</p> <p>(2) Unlimited SMS from metropolitan France and DOM to all mobile and fixed numbers in metropolitan France, DOM as well as within EU countries. SMS from and to abroad, special numbers and Chat SMS are not included. Maximum 100 different recipients every month (total with MMS recipients), beyond this the pricing is 0,10 € per SMS. Premium SMS is unavailable.</p> <p>(3) Unlimited MMS from metropolitan France and DOM to all mobile numbers in metropolitan France and DOM. Maximum 100 different recipients every month (total with SMS recipients), beyond this the pricing is 0,15 € per text MMS and 0,40 € per picture, audio or video MMS. MMS from and to abroad and special numbers are not included. Premium MMS is unavailable.</p> <p>(4) Data may be used both nationally and internationally. Monthly data allowance can be used in the EU Please refer to the Price Guide for allowanc amounts. BlackBerry Internet Service is not available. Download speeds are up to 42 Mbps with a 3G compatible phone, and up to 75 Mbps (800 MHz frequency) or 112,5 Mbps (1800 or 2600 MHz) with a 4G compatible phone, and up to 187,5 Mbps with 4G+. When the allowance is consumed, the download and the upload speeds will be reduced to 64 Kbps until the end of the billing period.</p> <p>You can find more information about all the rates in the JOi Mobile Price Guide.</p>
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CONDITIONS FOR CONTRACT TERMINATION	You can request to cancel your subscription over the phone or in writing (letter, fax and via our online contact form). See our Term & Conditions at www.joitelecom.fr .

OFFER NAME	Joi XL+
COVERAGE	SFR network. More information on : www.joitelecom.fr
PRICE AND DESCRIPTION OF THE OFFER	<p>INCLUDED CALLS Unlimited ¹</p> <p>INCLUDED SMS Unlimited ²</p> <p>INCLUDED MMS Unlimited ³</p> <p>INCLUDED INTERNET 80 GB ⁴</p> <p>MONTHLY FEE €34.99</p> <p>PROMOTION €19.99 (for the first 6 months, only for new customers)</p> <p>All prices are inclusive of VAT.</p> <p>(1) Unlimited hours of calls from France to all mobile and fixed numbers in metropolitan France, DOM as well as within EU countries. When the calls allowance is consumed, calls are priced at 0,38 € per min (DOM at 0,50 € per min). Maximum 2 hours per call, beyond this the pricing is 0,38 € per min (DOM at 0,50 € per min). Calls made to special numbers, calls made from radio boxes are not included. Video calls and conference calls are unavailable.</p> <p>(2) Unlimited SMS from metropolitan France and DOM to all mobile and fixed numbers in metropolitan France, DOM as well as within EU countries. SMS from and to abroad, special numbers and Chat SMS are not included. Maximum 100 different recipients every month (total with MMS recipients), beyond this the pricing is 0,10 € per SMS. Premium SMS is unavailable.</p> <p>(3) Unlimited MMS from metropolitan France and DOM to all mobile numbers in metropolitan France and DOM. Maximum 100 different recipients every month (total with SMS recipients), beyond this the pricing is 0,15 € per text MMS and 0,40 € per picture, audio or video MMS. MMS from and to abroad and special numbers are not included. Premium MMS is unavailable.</p> <p>(4) Data may be used both nationally and internationally. Monthly data allowance can be used in the EU Please refer to the Price Guide for allowanc amounts. BlackBerry Internet Service is not available. Download speeds are up to 42 Mbps with a 3G compatible phone, and up to 75 Mbps (800 MHz frequency) or 112,5 Mbps (1800 or 2600 MHz) with a 4G compatible phone, and up to 187,5 Mbps with 4G+. When the allowance is consumed, the download and the upload speeds will be reduced to 64 Kbps until the end of the billing period.</p> <p>You can find more information about all the rates in the JOi Mobile Price Guide.</p>
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	www.joitelecom.fr You can also get in touch with us via Chat or by filling in a contact form.
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OFFER NAME	JOI XXL+
COVERAGE	SFR network. More information on : www.joitelecom.fr
PRICE AND DESCRIPTION OF THE OFFER	<p>INCLUDED CALLS Unlimited ¹ INCLUDED SMS Unlimited ² INCLUDED MMS Unlimited ³ INCLUDED INTERNET 100 GB ⁴</p> <p>MONTHLY FEE €38.99 PROMOTION €26.99 (for the first 12 months, only for new customers)</p> <p>All prices are inclusive of VAT.</p> <p>(1) Unlimited hours of calls from France to all mobile and fixed numbers in metropolitan France, DOM as well as within EU countries. When the calls allowance is consumed, calls are priced at 0,38 € per min (DOM at 0,50 € per min). Maximum 2 hours per call, beyond this the pricing is 0,38 € per min (DOM at 0,50 € per min). Calls made to special numbers, calls made from radio boxes are not included. Video calls and conference calls are unavailable.</p> <p>(2) Unlimited SMS from metropolitan France and DOM to all mobile and fixed numbers in metropolitan France, DOM as well as within EU countries. SMS from and to abroad, special numbers and Chat SMS are not included. Maximum 100 different recipients every month (total with MMS recipients), beyond this the pricing is 0,10 € per SMS. Premium SMS is unavailable.</p> <p>(3) Unlimited MMS from metropolitan France and DOM to all mobile numbers in metropolitan France and DOM. Maximum 100 different recipients every month (total with SMS recipients), beyond this the pricing is 0,15 € per text MMS and 0,40 € per picture, audio or video MMS. MMS from and to abroad and special numbers are not included. Premium MMS is unavailable.</p> <p>(4) Data may be used both nationally and internationally. Monthly data allowance can be used in the EU Please refer to the Price Guide for allowanc amounts. BlackBerry Internet Service is not available. Download speeds are up to 42 Mbps with a 3G compatible phone, and up to 75 Mbps (800 MHz frequency) or 112,5 Mbps (1800 or 2600 MHz) with a 4G compatible phone, and up to 187,5 Mbps with 4G+. When the allowance is consumed, the download and the upload speeds will be reduced to 64 Kbps until the end of the billing period.</p> <p>You can find more information about all the rates in the JOi Mobile Price Guide.</p>
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