



MOBILE

PRICE GUIDE

Valid as of June 2021

All values are expressed in EUR inclusive of VAT.

ACN reserves the right to change the terms and prices in this Price Guide.

ACN Communications France SAS

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SAS au capital social de €37 000

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GENERAL INFORMATION

This document is a guide to the JOi Mobile services and the prices for a JOi Mobile subscription in Metropolitan France. All prices listed in this document are inclusive of VAT.

WITHIN FRANCE

JOi M+

INCLUDED CALLS	Unlimited ¹
INCLUDED SMS	Unlimited ²
INCLUDED MMS	Unlimited ³
INCLUDED INTERNET	10 GB ⁴
CONTRACT PERIOD	12 months
MONTHLY FEE	€19.99 ⁵
PROMOTION	€17.99 ⁵ (for the first 12 months, only for new customers)

JOi L+

INCLUDED CALLS	Unlimited ¹
INCLUDED SMS	Unlimited ²
INCLUDED MMS	Unlimited ³
INCLUDED INTERNET	20 GB ⁴
CONTRACT PERIOD	12 months
MONTHLY FEE	€26.99 ⁵
PROMOTION	€18.99 ⁵ (for the first 12 months, only for new customers)

JOi XL+

INCLUDED CALLS	Unlimited ¹
INCLUDED SMS	Unlimited ²
INCLUDED MMS	Unlimited ³
INCLUDED INTERNET	80 GB ⁴
CONTRACT PERIOD	12 months
MONTHLY FEE	€34.99 ⁵
PROMOTION	€19.99 ⁵ (for the first 6 months, only for new customers)

JOi XXL+

INCLUDED CALLS	Unlimited ¹
INCLUDED SMS	Unlimited ²
INCLUDED MMS	Unlimited ³
INCLUDED INTERNET	100 GB ⁴
CONTRACT PERIOD	12 months
MONTHLY FEE	€38.99 ⁵
PROMOTION	€26.99 ⁵ (for the first 12 months, only for new customers)

REFERENCES

(1) Calls within France include:

Voice calls to landlines: Numbers starting with 01, 02, 03, 04, 05 and 09.

Voice calls to mobiles: Numbers starting with 06 and 07.

Voice calls to 10-digit numbers: Numbers starting with 0800, 0805, 0809, 087X, 09X.

Voice calls to 4-digit numbers: Numbers starting with 30 and 31.

Voice calls to JOi Voicemail: Calling **123** from your JOi Mobile number.

Voice calls to emergency numbers: 112 (SOS – all services), 114 (SOS for deaf people – all services), 115 (emergency shelter), 15 (ambulance), 17 (police), 18 (fire brigade).

Voice calls to certain short numbers: 113 (drugs, tobacco, alcohol, info service), 116000 (help with search for missing children), 119 (child abuse helpline), 121 (JOi Customer Services), 3179 (to obtain your Identity Operator Record RIO).

Voice calls of maximum 2 hours long: Calls longer than **2 hours** our outside the allowance will be charged at a rate of **0,38 € per minute***. The billing will be per second. We apply this policy to avoid misuse of our service. In order to avoid being charged on long calls, hang up before your call reaches 2 hours and call again. Voice calls are rated per second, starting from the first second. Video calls and conference calls are not available.

(2) Unlimited SMS within France include:

SMS to landlines: Numbers starting with 01, 02, 03, 04, 05 and 09.

SMS to mobiles: Numbers starting with 06 and 07. **SMS to 10-digit numbers:** Numbers starting with 0800, 0805, 0806, 0807, 0809, 0810, 0811, 087X, 09XX.

SMS to information numbers: 6-digit numbers starting with 118.

SMS to 4-digit numbers: Numbers starting with 30 and 31.

Maximum of 100 different recipients per month: There is a limitation to the number of recipients you can send SMS and/or MMS within a billing period. When the number of **100 recipients** within a month (combined SMS and MMS) has been reached, SMSes to additional recipients will be charged at a rate of **0,10 € per SMS**; text MMS will be charged **0,15 € per MMS**; picture, audio or video MMS will be charged **0,40 € per MMS**. You can continue sending SMSes and/or MMSes to the first 100 recipients free of charge. We apply this policy to avoid misuse of our service. On JOi Base Plan, MMS is only available with a Flexible Internet Option. Premium MMS is unavailable. Premium SMS is unavailable.

(3) Unlimited MMS within France includes:

MMS (any type) to landlines: Numbers starting with 01, 02, 03, 04, 05 and 09. **MMS (any type) to mobiles:** Numbers starting with 06 and 07. **MMS (any type) to 10-digit numbers:** Numbers starting with 0800, 0805, 0806, 0807, 0809, 0810, 0811, 087X, 09XX.

MMS (any type) to information numbers: 6-digit numbers starting with 118.

MMS (any type) to 4-digit numbers: Numbers starting with 30 and 31.

On JOi Base Plan, MMS is only available with a Flexible Internet Option. Premium MMS is unavailable.

(4) Mobile internet access:

Allowance: The allowance is per billing period. In your first month of use, the allowance will be allocated pro-rata from the moment of your SIM activation until the end of the first billing month. When the internet allowance with JOi Liberty is consumed, the download and the upload speeds will be reduced to 64 Kbps until the end of the billing period.

JOi M+, JOi L+, JOi XL+, JOi XXL+: When the allowance is consumed, the download and the upload speeds will be reduced to 64 Kbps until the end of the billing period.

Speeds within the chosen internet allowance:

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+. **EU Roaming**

Data may be used both nationally and internationally. Monthly data allowance can be used in the EU. Please refer to page 11 for details of the allowances.

Unused internet allowance in the current month will not be carried over to the next month. Mobile internet is rated per KB, starting from the first KB. Internet is for national use only. Usage will be rounded up to the next KB.

(5) Monthly fees:

The monthly fees are per month. In your first month of use, the monthly fee will be allocated pro-rata from the moment of your SIM activation until the end of the first billing month.

PREMIUM NUMBERS

SERVICE	PRICE	
Voice call	Equal to the rate of the premium number	PER MINUTE
SMS+	Service not offered	PER SMS
MMS+ (text)	Service not offered	PER MMS
MMS+ (picture/audio/video)	Service not offered	PER MMS

INTERNATIONAL

ZONES

To make it easier to find the prices for international services, we have grouped international destinations into zones.

EUROPE

Aland Islands, Austria, Azores Islands, Balearic Islands, Belgium, Bulgaria, Canary Island, Corfu, Crete, Croatia, Cyprus, Cyclades, Czech Republic, Denmark, Estonia, Falkland Islands, Finland, Germany, Gibraltar, Greece, Hungary, Iceland, Ireland, Isle of Rhodes, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Madeira, Malta, Netherlands, Norway, Poland, Portugal, Romania, Sardinia, Sicily, Slovakia, Slovenia, Spain, St. Marino, Sweden, United Kingdom, Vatican.

REST OF EUROPE

Andorra, Guernsey, Isle of Man, Jersey, Switzerland

WIDER EUROPE

Albania, Bosnia and Herzegovina, Faroe Islands, Greenland, Kosovo, Macedonia, Moldova, Monaco, Montenegro, Serbia, Turkey, Ukraine.

DOM

Désirade, French Guiana, Guadeloupe, Marie Galante, Martinique, Mayotte, Réunion, Saintes, St. Barthelemy, St. Martin, St. Pierre & Miquelon.

TOM

French Polynesia, New Caledonia.

MAGHREB

Algeria, Morocco, Western Sahara.

NORTH AMERICA

Alaska, Canada, Hawaii, Puerto Rico, United States Virgin Islands, USA.

AFRICA

Angola, Botswana, Burkina Faso, Burundi, Cameroon, Cape Verde, Chad, Central African Republic, Comoros, Congo, Côte d'Ivoire, Djibouti, Egypt, Eritrea, Ethiopia, Gabon, Ghana, Guinea, Guinea-Bissau, Equatorial Guinea, Kenya, Lesotho, Liberia, Libya, Madagascar, Malawi, Mali, Mauritania, Mozambique, Namibia, Niger, Nigeria, Rwanda, Sao Tome and Principe, Senegal, Sierra Leone, Somalia, South Africa, Sudan, Swaziland, Tanzania, Togo, Uganda, Zambia, Zanzibar, Zimbabwe.

LATIN AMERICA AND CARIBBEAN

Anguilla, Antigua and Barbuda, Argentina, Aruba, Bahamas, Barbados, Belize, Bermuda, Bolivia, Bonaire, Brazil, British Virgin Islands, Cayman Islands, Chile, Colombia, Costa Rica, Cuba, Curacao, Dominica, Dominican Republic, Easter Island, Ecuador, Galapagos Islands, Grenada, Guatemala, Guyana, Haiti, Honduras, Islands Turkey and Caicos Islands, Jamaica, Mexico, Nicaragua, Panama, Paraguay, Peru, Saba, Salvador, St. Eustatius, St. Kitts and Nevis, St. Martin, St. Lucia, St. Vincent, Suriname, Trinidad and Tobago, Uruguay, Venezuela.

ASIA & PACIFIC

Afghanistan, Armenia, Australia, Azerbaijan, Bangladesh, Belarus, Bhutan, Brunei, Cambodia, China, East Timor, Fiji, Georgia, Guam, Hong Kong, India, Indonesia, Japan, Karabakh, Kazakhstan, Kyrgyzstan Lao, Macau, Malaysia, Maldives, Mauritius, Mongolia, Nepal, New Zealand, Norfolk, Pakistan, Palau, Papua New Guinea, Philippines, Rodrigues Island, Russia, Saipan, Samoa, Seychelles, Singapore, Solomon Islands, South Korea, Sri Lanka, Taiwan, Tajikistan, Tasmania, Thailand, Tibet, Tinian, Tonga, Turkmenistan, Vanuatu, Vietnam, Wallis & Futuna.

Kazakhstan, Kyrgyzstan Lao, Macau, Malaysia, Maldives, Mauritius, Mongolia, Nepal, New Zealand, Norfolk, Pakistan, Palau, Papua New Guinea, Philippines, Rodrigues Island, Russia, Saipan, Samoa, Seychelles, Singapore, Solomon Islands, South Korea, Sri Lanka, Taiwan, Tajikistan, Tasmania, Thailand, Tibet, Tinian, Tonga, Turkmenistan, Vanuatu, Vietnam, Wallis & Futuna.

MIDDLE EAST

Bahrain, Iraq, Iran, Israel, Jordan, Kish, Kuwait, Lebanon, Oman, Palestine Qatar, Saudi Arabia, Syria, UAE, Yemen.

SATELLITES

Non-terrestrial networks (cruise ships, maritime networks, satellites, airplanes).

TUNISIA

Tunisia.

FROM FRANCE TO INTERNATIONAL DESTINATIONS

The rates for calls and messages from France to international destinations are grouped per zones. The table below shows the rates for calls and messages sent from France to each of the international zones.

FROM FRANCE TO SELECTED DESTINATIONS	PER MINUTE OF VOICE CALL	PER SMS	PER TEXT MMS	PER PICTURE OR AUDIO MMS	PER VIDEO MMS
Morocco					
Fixed	0.05 €	0.30 €	0.75 €	1.20 €	2.00 €
Mobile	0.42 €	0.30 €	0.75 €	1.20 €	2.00 €
Connection Fee	0.15 €				
Tunisia					
Fixed	0.40 €	0.30 €	0.75 €	1.20 €	2.00 €
Mobile	0.55 €	0.30 €	0.75 €	1.20 €	2.00 €
Connection Fee	0.15 €				
Algeria					
Fixed	0.07 €	0.30 €	0.75 €	1.20 €	2.00 €
Mobile	0.49 €	0.30 €	0.75 €	1.20 €	2.00 €
Connection Fee	0.15 €				
Senegal					
Fixed	0.19 €	0.30 €	0.75 €	1.20 €	2.00 €
Mobile	0.35 €	0.30 €	0.75 €	1.20 €	2.00 €
Connection Fee	0.15 €				
Mali					
Fixed	0.19 €	0.30 €	0.75 €	1.20 €	2.00 €
Mobile	0.35 €	0.30 €	0.75 €	1.20 €	2.00 €
Connection Fee	0.15 €				
Ivory Coast					
Fixed	0.29 €	0.30 €	0.75 €	1.20 €	2.00 €
Mobile	0.37 €	0.30 €	0.75 €	1.20 €	2.00 €
Connection Fee	0.15 €				
Cameroon					
Fixed	0.09 €	0.30 €	0.75 €	1.20 €	2.00 €
Mobile	0.37 €	0.30 €	0.75 €	1.20 €	2.00 €
Connection Fee	0.15 €				

Connection Fee: a charge made as soon as a caller is connected to the number dialled and which is additional to any charges calculated based on the duration of the call. Following the initial connection charge, calls are charged per minute.

First minute is charged upfront. After the first minute, calls are rated per second

FROM FRANCE TO ZONE	PER MINUTE OF VOICE CALL	PER SMS	PER TEXT MMS	PER PICTURE OR AUDIO MMS	PER VIDEO MMS
Europe	0,23 €	0,07 €	0,75 €	1,20 €	2,00 €
Rest of Europe & DOM	0,50 €	0,30 €	0,75 €	1,20 €	2,00 €
Wider Europe Maghreb, Tunisia North America	0,60 €	0,30 €	0,75 €	1,20 €	2,00 €
Africa Latin America & Caribbean Asia & Pacific Middle East	1,50 €	0,30 €	0,75 €	1,20 €	2,00 €
Satellites, TOM	3,00 €	0,30 €	0,75 €	1,20 €	2,00 €

First minute is charged upfront. After the first minute, calls are rated per second.

WHILE ABROAD

The rates for call and messages from abroad to France are grouped per zones.

VOICE CALLS FROM ABROAD

The table below shows the rates for voice calls originating from abroad.

	Europe & DOM	Rest of Europe	Wider Europe, Maghreb, North America	Africa, Latin America, Caribbean, Asia, Pacific, Middle East	Satellites, TOM	Tunisia
FROM Europe & DOM	0,03 € (*)	0,90 €	1,20 €	2,90 €	7,50 €	6,50 €
Rest of Europe	0,90 €	0,90 €	1,20 €	2,90 €	7,50 €	6,50 €
Wider Europe, Maghreb, North America	1,20 €	1,20 €	1,20 €	2,90 €	7,50 €	6,50 €
Africa, Latin America, Caribbean, Asia, Pacific, Middle East	2,90 €	2,90 €	2,90 €	2,90 €	7,50 €	6,50 €
Satellites, TOM	7,50 €	7,50 €	7,50 €	7,50 €	7,50 €	7,50 €
Tunisia	6,50 €	6,50 €	6,50 €	6,50 €	7,50 €	6,50 €

First 30 seconds for **calls from Europe, DOM and Rest of Europe** are charged upfront. After 30 seconds, calls are rated per second. For **calls from all other zones**, first minute is charged upfront. After first minute, calls are rated per second.

(*) Calls from EU/DOM to EU/DOM are included in your national allowance.

This rate only applies when you exceed your allowance (e.g. if you do not have a plan included unlimited national calls) and for calls longer than 2 hours as per our acceptable usage policy

VOICE CALLS RECEIVED ABROAD

The table below shows the rates for voice calls received abroad.

ZONES	PER MINUTE
Europe	0,00 €
DOM	0,00 €
Rest of Europe	0,13 €
Wider Europe, North America	0,55 €
Maghreb	0,60 €
Africa, Latin America, Caribbean, Asia, Pacific, Middle East	1,40 €
Satellites, TOM	3,60 €
Tunisia	2,40 €

Calls received in Europe, DOM and Rest of Europe are rated per second. For calls received in all other zones, first minute is charged upfront. After first minute, calls are rated per second.

MESSAGING WHILE ABROAD

The table below shows the rates for sending SMS and MMS while abroad.

FROM ZONE	PER SMS	PER MMS
Europe	0,00 €	0,24 €
DOM	0,00 €	0,24 €
Rest of Europe	0,13 €	0,24 €
Wider Europe Maghreb North America Africa Latin America & Caribbean Asia & Pacific Middle East	0,30 €	0,24 €
Satellites, TOM	0,80 €	0,24 €
Tunisia	1,20 €	0,24 €

Receiving SMS and MMS abroad is free of charge.

If you are on JOi Base Plan, you can send and receive MMS only if you have activated one of the Flexible Internet Options.

EU ROAMING MONTHLY DATA ALLOWANCE

The table below shows the monthly data allowance for using mobile internet while traveling in EU.

PRICE PLAN	PER MONTH
JOi M+	9.52 GB
JOi L+	12.85 GB
JOi XL+	16.66 GB
JOi XXL+	18.57 GB

MOBILE INTERNET WHILE ABROAD

The table below shows the rates for using mobile internet while abroad.

FROM ZONE	PER MB
Europe, DOM	0,06 €
Rest of Europe, North America	1,25 €
Wider Europe, Maghreb	2,75 €
Africa, Latin America & Caribbean, Asia & Pacific, Middle East, Tunisia	3,50 €
Satellites, TOM	13,50 €

Mobile internet in Europe and DOM is rated per KB. In all other zones, the mobile internet is rated per 10KB.

OTHER INFORMATION

This section describes other important information, including additional information on Acceptable Usage Policy, additional fees, all available services with JOi Mobile, as well as how to contact JOi Customer Services.

FIRST MONTH PRO-RATED

Your first month's charges are pro-rated from the date you activate your SIM, or 14 days from the date of your order, whichever is earlier. Your first month calls, texts and data allowances (where applicable) are pro-rated in the same way.

This means you receive and pay for a proportion of the full monthly allowance. For example, if you order a JOi Mobile SIM on the 1st of the month, but don't activate it until the 15th, you will receive and only pay for half the full monthly call, text and data allowance (where applicable) in your first month. Any additional use will be out-of-bundle and charged accordingly. You can always check how much allowance you have in MyJOi.

ADDITIONAL FEES

	PRICE
Replacement of a lost SIM	5,00 €
Late Payment Fee	7,50 €
Failed Payment Fee	4,00 €
SIM Card	1,00 €
Early Termination Fee	Remainder of contract (the rest of the monthly payments)

You can change your JOi Mobile number, replace your SIM (if it's stolen or faulty) and amend your price plan free of charge.

ADDITIONAL FREE SERVICES

SERVICE	AVAILABILITY
Voicemail from France	By Default
Number Presentation	By Default
Parental Controls	On Demand
Call Waiting	On Demand
Directory Listing	On Demand
Block calls with commercial offers	On Demand
Disable Number Presentation	On Demand
Deactivate Voicemail	On Demand
Bar Incoming Traffic (Voice/SMS)	On Demand
Bar Outgoing Traffic (Voice/SMS)	On Demand
Bar Incoming and Outgoing Traffic (Voice/SMS)	On Demand
Bar Incoming SMS	On Demand
Bar Outgoing SMS	On Demand
Bar Roaming Service (this service is enabled by default on all automatically activated JOi SIM cards)	On Demand
Bar Data Roaming	On Demand
Block Internet (this service is enabled by default if no internet option has been bought)	On Demand
Bar International Outgoing Traffic (this service is enabled by default on all automatically activated JOi SIM cards)	On Demand

JOi CUSTOMER SERVICES

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This number is free of charge and available when calling from a JOi Mobile number in Metropolitan France.

+33 187 212 016

Call this number when you are abroad or calling from another number than your JOi number. Standard rates apply.

www.joitelecom.fr

You can get in touch with us via Chat or by filling in a contact form.

Our Customer Services is open Monday to Friday, 9:30 - 17:30. For 24-hour support, please see our FAQ section where you will find the answers to most questions.

What should I do if I am not satisfied with the resolution of a dispute by ACN Customer Services?

You may refer your dispute to ACN Consumer Services by sending your written request to ACN Communications France SAS – Service Consommateurs, (9/11, allée de l’Arche, Tour Egée, Paris La Défense, 92671 Courbevoie Cedex, France). The Consumer Services will reply to your request within thirty (30) days if we do not resolve your dispute in your favour.

If you are not satisfied with the resolution of your dispute by ACN Consumer Services, you may refer your dispute to the Ombudsman of electronic communications via its website (www.mediateur-telecom.fr) or at C.S 30342, 94257 Gentilly Cedex