

Phenixmobile

Your pay-as-you-go mobile service provider in France

SERVICES PRICE LIST

01/04/2011

• TOP UP :

On our website www.phenixmobile.com	FREE
By phone, call 551 (instant top-up with a bank card, weekdays 9am-6pm)	FREE
By phone, call 500 (to activate a previously purchased top-up code)	FREE
By SMS, send your top-up code to 22213 (to activate a previously purchased a top-up code)	FREE
By SMS, send your Neosurf top-up code to 0601593622 (to use a previously purchased Neosurf credit code)	National SMS price

• CHECKING YOUR BALANCE :

By phone, call 500	FREE
By SMS to 22213 (empty SMS)	FREE

- **VOICE MAIL, call 555: FREE**
- **Double call : FREE**
- **Caller ID : FREE**
- **Roaming activation : FREE** (roaming rates details in the list of rates from a foreign country)
- **Customer service, call 543:** national call price (weekdays 9am-6pm)
- **lost/stolen phone or SIM:**
 - **call 01 74 90 90 99 immediately:** mon-fri 9-18h, local cost call from any landline
 - **call 0811 00 70 18 :** sat 10-16h, local cost call from any landline
- **SIM card replacement:** the first SIM change is free of charge. Any subsequent replacement SIMs will be charged €10 per SIM.
- **Account closure fee:** free of charge if you wait for the 4 months expiry date after last call/top-up, €30 otherwise