

# ANGLOMOBILE

## MOBILE SERVICE REQUEST

Complete, sign and return with all of the following documents required by French law:

- French bank RIB (coupon provided by your bank showing your account details)
- Copy of French identity card (both sides), your carte de séjour or passports
- Copy of EDF or France Telecom bill or other official document showing your French residence

Referred by:

You may fax or scan/e-mail at [subscribe@teleconnect.fr](mailto:subscribe@teleconnect.fr) this request and required documents but the original copy must be return to us by postal mail

### Fill in your customer information + security information to open line

MMR  MRS  MISS ( existing customer, your ref.: \_\_\_\_\_)

First Name: \_\_\_\_\_

Last Name: \_\_\_\_\_

*if you own a business please specify your business name:* \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

Postal code: \_\_\_\_\_

City: \_\_\_\_\_

Contact tel: \_\_\_\_\_

E-mail: \_\_\_\_\_

*(for online billing purpose)*

For French citizens

National Identity Card N°:

or For foreign residents

Nationality: \_\_\_\_\_

Passport N°: \_\_\_\_\_

Your date of birth (day/month/year):

### Choose your AngloMobile service, options & handset

*Choose your plan:*

- Plan 100: 100mins+100texts+100Mb..... €9/month  
Included: 30 mins EUROaming
- Plan 200: 200mins+200 texts+200Mb..... €19/month  
Included: 60 mins EUROaming
- Plan 400: 400mins+400texts+400Mb..... €29/month  
Included: 120 mins EUROaming
- 1Gb of data / internet @ 3G+ speed..... €5/month

#### AngloMobile Exclusive! Holiday Break Feature

No need to pay your entire plan when you are travelling out of France, you may now opt to downgrade your plan to a mere €2.50 per month anytime you are not in France. You just need to tell us the month before you go.

Please note that service & SIM activation is charged €9.50

*Choose your handset:*

<i>Choose your handset:</i>	Full price, no commitment	Low price, with 1 year contract
Konrow Just 5 dual SIM	<input type="checkbox"/> €49.99	<input type="checkbox"/> €1
Konrow Coolfive+ dual SIM	<input type="checkbox"/> €69.99	<input type="checkbox"/> €39
Konrow Link 50 dual SIM	<input type="checkbox"/> €99.99	<input type="checkbox"/> €79

*If you have an iPhone 5, classic SIM cards do not fit & a special SIM card is needed. Please mention it below so we can send you the SIM card you need:*

Yes I need a nano-SIM for my iPhone

Please note that shipping the handset is charged €10.00

### Keep your number (fill in this section if you already have a French cellphone and you want to keep the same number)

**YES**, I want to keep my current French cellphone number:

in order to do so here is my **RIO** code:

The RIO code (i.e., *Relevé Identité Opérateur*) is a 12-characters code (digit or letter) which enables the porting of your mobile n° from you previous mobile service provider to Teleconnect. Please distinguish zero and O letter by barring zero like that: Ø.

Your personal RIO code can be obtained by calling 3179 from your cellphone (voice & text).

**Warning: DO NOT CANCEL the contract you have with your previous mobile service provider** because if you do so, we will not be able to get your number back. We just need the RIO code to complete the process.

I hereby subscribe to Teleconnect's AngloMobile Service by Budget Telecom which I have indicated above. I have read and fully accept the terms, conditions and tariffs attached for this service.

I wish to speed up the activation process and thus give up on the 'droit de rétractation' which will enable Budget Telecom to start the activation process upon receipt of this form.

**Please remember to fill in & sign the Bank Debit Form on page 2**

Date:

Signature:

## SEPA DIRECT DEBIT MANDATE

Your name : \_\_\_\_\_

existing customer, your ref.: \_\_\_\_\_

If you are already a customer, you need to fill in the bank debit form only if your bank coordinates have changed.

<b>BANK ACCOUNT OWNER</b> Name : _____ Address : _____ Zip code / City : _____	<b>ICS : FR78ZZZ464012</b> Receiver: BUDGET TELECOM S.A. 75 ALLEE JEAN MARIE TJIBAOU - CS 40900 34965 MONTPELLIER CEDEX 2 - FRANCE
<b>BANK ACCOUNT ID</b> <b>IBAN</b> : International Bank Account Number <div style="display: flex; justify-content: space-between;"> <div style="border: 1px solid black; width: 10%; height: 15px;"></div> <div style="border: 1px solid black; width: 10%; height: 15px;"></div> <div style="border: 1px solid black; width: 10%; height: 15px;"></div> <div style="border: 1px solid black; width: 10%; height: 15px;"></div> <div style="border: 1px solid black; width: 10%; height: 15px;"></div> <div style="border: 1px solid black; width: 10%; height: 15px;"></div> <div style="border: 1px solid black; width: 10%; height: 15px;"></div> </div> <b>BIC</b> : Bank Identifier Code <div style="border: 1px solid black; width: 100%; height: 15px;"></div>	
<b>Payment mode:</b> recurrent <input checked="" type="checkbox"/>	
<p>By signing this mandate form, you authorize BUDGET TELECOM to send instructions to your bank in order to debit your account, and your bank to debit your account as instructed by BUDGET TELECOM. You have the right to be refunded by your bank as described in your banking convention conditions. A refund request must be presented within 8 weeks following a given authorized direct debit date.</p> <p>En signant ce formulaire de mandat, vous autorisez BUDGET TELECOM à envoyer des instructions à votre banque pour débiter votre compte, et votre banque à débiter votre compte conformément aux instructions de BUDGET TELECOM. Vous bénéficiez du droit d'être remboursé par votre banque selon les conditions décrites dans la convention que vous avez passée avec elle. Une demande de remboursement doit être présentée dans les 8 semaines suivant la date de débit de votre compte pour un prélèvement autorisé.</p>	
<b>location:</b> _____	<b>date:</b> __ / __ / ____
<div style="border: 1px solid black; width: 100%; height: 50px; display: flex; align-items: center; justify-content: center;"> <b>Please sign here:</b> </div>	

You must attach your French RIB (*Relevé d'Identité Bancaire*)

## Terms and conditions for AngloMobile service

06/02/2015

The Customer fully understands that Budget Telecom (hereafter the Company) provides him/her with a service called Teleconnect AngloMobile (hereafter the Offer), which consists in a SIM card that grants access to mobile telecom services on the SFR network in France, and SFR partners worldwide (e.g., Vodafone, etc.). This SIM card remains the property of the Company who can replace it, update it remotely, or request it to be returned at any time. If the Customer loses or breaks the SIM card, the Company may charge a fee for its replacement. The Customer agrees to return the SIM card to the Company upon cancellation of service. The Customer is fully responsible for all usage on this SIM card and for the invoices corresponding to its usage. The Customer will keep close control of its usage, in particular by protecting the SIM card with a PIN code which has to be kept confidential. The Customer will declare the loss or theft of the SIM card to the Company by phone and confirming by fax in order for the Company to block the SIM card usage. The Customer is responsible for its usage and the corresponding call charges up to receiving acknowledgement from the Company that the loss declaration is received and the card has been blocked. The Company will provide the Customer with one or several calling numbers together with his/her subscription. The Customer can request the Company to transfer his/her calling number which was allocated to the Customer by another operator, as long as the Customer complies with the portability requirements and constraints of the other operator. The Company may provide the Customer a mobile phone. The Customer may decide to use the Company SIM card with a phone not provided by the Company as long as the phone is compatible with the Company services. In particular, The Customer affirms that he/she will not use the Company SIM card within a GSM box or any other non-mobile device without prior written authorisation from the Company. The Company service relies on the service quality level provided by its partner operators. To that extent, the Company commits to do its very best to ensure good quality of service. Nevertheless, the Company shall not be liable for any service failure, service interruption, billing delay, long number portability process or any other inconvenience whatsoever related to partners' network usage. The service could be interrupted in the case of 'force majeure'. In event of unsatisfactory service coverage in the Customer region, he/she may cancel the service within 7 days and obtain full refund of my activation, deposit and service fees.

Available plans **Plan 100 : 100mins + 100texts + 100Mb + 30mins EUroaming: €9.00/month** or **Plan 200 : 200mins + 200 texts + 200Mb + 60 mins EUroaming: €19.00/month** or **Plan 400 : 400 mins + 400texts + 400Mb + 120 mins EUroaming: €29.00/month**. Optional **1Gb of data/internet @ 3G+ speed: €5.00/month**. All plans include unused minutes & texts rollover to the following month at no extra cost (except roaming calls & texts).

**Plans** include calls to landlines and mobile phones in France, UK and Ireland + USA and Canada and texts (SMS) to the same countries + outgoing & incoming calls while travelling in the European Union. Calls to voicemail and emergency numbers are free. National usage exceeding call plan time is billed at €0.18/min to Anglomobile lines, and €0.36/min otherwise. National usage exceeding SMS plan is billed at €0.08/SMS to Anglomobile lines and €0.16/SMS otherwise. Other: see rate sheet. Calls are billed by the second from first second, without connexion fee.

**Optional Holiday Break Service:** is activated on demand on the first day of the month following the subscriber's Holiday Break request, and is billed €2.50 per month of activation. During the Holiday Break period: subscribers do not benefit anymore from their plan as well as they do not pay for it. Should they place calls or send texts, they will be charged at unit price (on the 'usage exceeding plan' rates basis). The Holiday Break option does not comply with the EUroaming calls included in the plans, i.e., if when activated you will no more benefit from the EUroaming plan minutes and standard roaming rates apply, see below. To get back to the former plan, subscribers just have to request it by phone or mail.

**International & roaming calls & SMS not included in the plan** are charged specifically as detailed on the rate list.

**Other type of calls & SMS:** short and special numbers are billed €0.36 + specific charge as defined by the number service provider. Premium SMS (SMS+): €0.16 + specific charge as defined by the Premium SMS service provider; MMS multimedia messages: national €0.25 each; international, €0.60 each, add specific charge for premium MMS (MMS+); Data: national €0.24/Mo; international from €0.24/Mo to €15.00/Mo according to areas (see details on the website [www.teleconnect.fr](http://www.teleconnect.fr)).

**Other type of fees:** SIM card & service activation: €9.50; changing calling number: €9.50; SIM card replacement: first one is free then €9.50/swap. Change of Call Plan: free; once per invoicing cycle, the change takes place on the beginning of the next invoicing cycle. Plan closure: free. Payment failure: €9.50 + line suspension. Service re-activation: €22. Miscellaneous fees: forwarding invoice duplicate charge: €1.50; payment different than automatic bank debit or credit card: €1.50. Handset prices: see commercial documentation. Handset shipping fees: €10. Rates and fees are subject to change. Rate changes are announced prior to application, for example via a message on the invoice, via the web site, or via electronic message. Rate change announcements do not apply to roaming call charges which apply to calls made outside of the subscribed countries and which by nature change frequently. Roaming call charges are available upon request from the Company customer service and on the website [www.teleconnect.fr](http://www.teleconnect.fr). The Company allows a maximum period of 30 days to receive the originals of the signed contract and all supporting documents so as to fully approve the subscription. The Company can require a security deposit before activation of the Service, or for the re-activation of the Service due to a payment failure, or in the case of high usage. The Company may also require payment in advance of a €30 which will be applied as a credit on the next invoice. The Company reserves the right to suspend or terminate the Service without prior notice for any reason. This will not give rise to any compensation whatsoever to the subscriber. This could occur in the case of payment failure, in the case of abnormally high usage suspected as fraudulent usage, or in the case of non-compliance to subscriber's obligations. Payment failure may result in extra charges plus the application of 1.5 times the applicable legal rates on the unpaid balance. Additional fees may be charged to cover legal actions to collect unpaid amounts.

The Customer can terminate the contract at any time by registered letter (*lettre recommandée avec accusé de réception*, i.e., LRAR) or by porting his/her number to another mobile service provider (in this case, no LRAR is needed). Cancellation by porting the number will become effective within 3 business days and simple cancellation will become effective within 10 business days from receipt of LRAR. Amounts for service and service options, if any, will be due through the end of the cancellation month. If these amounts have been paid in advance on an earlier invoice, the customer will be billed only for remaining call charges on the month following cancellation. Termination of a 'no cut' contract before the anniversary date will result in termination fees equal to the monthly fees still due. The Customer agrees to return SIM card to the Company within 7 days of service termination date. This contract is subject to French law. The Company is fully committed to comply with article 78.17 dated 6 January 1978 "*informatique et libertés*" regarding electronic personal data, and takes all measures required to guarantee the protection and confidentiality of all personal electronic data. Personal data may nevertheless be used for example, for customer care purpose, for fraud management, for collection problems, for commercial or direct marketing purpose, for market surveys, etc. The Customer can always have access to his/her personal data and request the modification or the removal of such data by written request to the Company with a front and back side photocopy of an identification card or passport. The Customer understand and agree: (a) to provide all required supporting documents requested by the Company in order to complete his/her service request; (b) to provide his/her credit card details or an automatic bank debit authorisation for the payment of all his/her invoices; (c) to make use of the Company SIM card exclusively in GSM mobile equipment that is compatible with the Company service and not to make use of it in a way contradictory to the principles of the Company offer. To inform the Company of any change in his/her personal or financial details (e.g., contact numbers, address, bank or credit card). The Customer hereby declare that he/she is fully informed of the context and objective of this Offer, of the services and rates offered, and The Customer confirms his/her decision to subscribe to this Offer.