

LINE RENTAL + PHONE CALLS

1. Verify account information and make changes if required.
2. Sign the service request
3. Sign the auto bank debit authorization form and attach your RIB
4. Return by postal mail or by fax or scan and return by e-mail at the following address: subscribe@teleconnect.fr

Referred by:

Customer information	Your telephone N° (home, fax, vacation home)
<input type="checkbox"/> MR <input type="checkbox"/> MRS <input type="checkbox"/> MISS (<input type="checkbox"/> existing customer) First Name: <input style="width: 100%;" type="text"/> Last Name: <input style="width: 100%;" type="text"/> <i>if you own a business please specify your business name:</i> <input style="width: 100%;" type="text"/> Address: <input style="width: 100%;" type="text"/> Postal code: <input style="width: 20%;" type="text"/> City: <input style="width: 100%;" type="text"/> Tel: <input style="width: 30%;" type="text"/> E-mail: <input style="width: 100%;" type="text"/> <small>(for online billing purpose)</small> How did you know us? <input style="width: 100%;" type="text"/> <small>(optional)</small> Referred by: <input style="width: 100%;" type="text"/> <small>(please specify a name, customer ref. or phone n° - optional)</small>	<div style="border: 1px solid black; padding: 5px;"> Main line: <input style="width: 100%;" type="text"/> RIO : <input style="width: 100%;" type="text"/> Add. line: <input style="width: 100%;" type="text"/> RIO : <input style="width: 100%;" type="text"/> <small>Please distinguish zero and O letter by barring zero like that: Ø</small> </div> <p>The RIO code (i.e., Relevé Identité Opérateur) is a 12-characters code that can be obtained by calling 3179 from your landline. DO NOT CANCEL the contract you have with your previous landline 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.</p> <p>I hereby subscribe to Teleconnect AngloPhone Service by Budget Telecom and agree to its general sales terms & conditions and rates (enclosed). I authorize Budget Telecom to preselect the line(s) indicated above for automatic dialling (access via '0' for France and '00' for international) and to activate and to bill the Telephone Line Rental in place of France Telecom should this option be chosen.</p> <div style="border: 1px solid black; padding: 5px; display: flex; justify-content: space-between;"> Signature: _____ Date: _____ </div>

Options and Call Plans (per line)
<p><u>please note that subscription of any of these call plans automatically cancels previous options & call plans you may have with us on the same lines</u></p> <p><input checked="" type="checkbox"/> Quality calls at Teleconnect best rates ever: FREE</p> <p><input type="checkbox"/> Unlimited calls to AngloZone (fixed lines in UK, USA, Ireland, Australia, Canada + cellphones in USA, Canada): €14.90/month</p> <p><input type="checkbox"/> Unlimited call to fixed lines in France: €5/month (in add. to €14.90)</p> <p><input type="checkbox"/> 2 hours of calls to fixed lines in any of the 40 countries below: €3/month (in add. to €14.90) Argentina, Austria, Belgium, Brazil, Bulgaria, Chile, China, Colombia, Cyprus, Czech Republic, Denmark, Estonia, Finland, Germany, Greece, Hong Kong, Hungary, Israel, Italy, Japan, Luxembourg, Malaysia, Mexico, Netherlands, New Zealand, Norway, Panama, Peru, Poland, Portugal, Puerto Rico, Russia, South Korea, Spain, Sweden, Switzerland, Taiwan, Thailand, Turkey, Venezuela.</p> <p><input type="checkbox"/> UK2U option: €4.50/month</p> <p><input type="checkbox"/> Line Rental: rent your existing France Telecom line through Teleconnect for only €15.90/month</p>

Payment by SEPA direct debit		
<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>		
<table style="width: 100%;"> <tr> <td style="width: 50%; border: 1px solid black; padding: 5px;"> Name and address of bank account holder: <input style="width: 100%; height: 40px;" type="text"/> </td> <td style="width: 50%; border: 1px solid black; padding: 5px;"> Bank name: _____ Bank address: _____ Zip & City: _____ </td> </tr> </table>	Name and address of bank account holder: <input style="width: 100%; height: 40px;" type="text"/>	Bank name: _____ Bank address: _____ Zip & City: _____
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<table style="width: 100%;"> <tr> <td style="width: 30%; border: 1px solid black; padding: 5px;"> ICS : FR78ZZZ464012 Receiver: BUDGET TELECOM S.A. 52 RUE D'ODIN CS 40900 34965 MONTPELLIER CEDEX 2 - FRANCE </td> <td style="width: 70%; border: 1px solid black; padding: 5px;"> Account to debit (as printed on your RIB or bank statement) IBAN : International Bank Account Number <input style="width: 100%; height: 20px;" type="text"/> BIC : Bank Identifier Code <input style="width: 100%; height: 20px;" type="text"/> </td> </tr> </table>	ICS : FR78ZZZ464012 Receiver: BUDGET TELECOM S.A. 52 RUE D'ODIN CS 40900 34965 MONTPELLIER CEDEX 2 - FRANCE	Account to debit (as printed on your RIB or bank statement) IBAN : International Bank Account Number <input style="width: 100%; height: 20px;" type="text"/> BIC : Bank Identifier Code <input style="width: 100%; height: 20px;" type="text"/>
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<p>You must attach your French RIB (<i>Relevé d'Identité Bancaire</i>)</p> <div style="display: flex; justify-content: space-between;"> Signature: _____ Date: _____ </div>		

TERMS & CONDITIONS

Article 1 – Object of the contract

Budget Telecom (hereinafter the "Company") markets a telecommunications service called TELECONNECT ANGLOPHONE (hereinafter the "Service"). This Service is intended for end users: under no circumstances is it intended for telecommunications operators or for resale. The Service supports the making of local, regional, national and international calls and calls to mobile phones from telephones connected to a France Telecom line and eventually the Line Rental in place of France Telecom. These General Conditions define the conditions for registration with, use of and payment for the Service by the individual or legal entity subscribing to it, hereinafter called the "Subscriber".

Article 2 – Obligations of The Company

The Company undertakes to do everything in its power to offer the Subscriber the best possible service quality. However, The Company cannot be held liable for problems with the Service (regardless of whether or not these problems cause loss for the Subscriber) arising from external circumstances, such as a fortuitous event, the act or fault of a third party, the act or fault of the Subscriber, nor can The Company be held liable for any loss that results from an interruption in the electricity supply, the local telephone operator's service, or other service that is necessary to the operation of the service. The Company shall confirm to the client the latter's registration by email, or by post, if the client does not have an email address.

Article 3 – Subscriber's obligations

The Subscriber undertakes to:

- send his correct contact information at the time of signing the contract, and particularly his telephone number assigned by the local telephone operator. The subscriber shall be liable in the event of his giving any false or inaccurate information, an erroneous telephone number, incorrect address, etc.,
- pay the prices of the services at the rates in effect over the period invoiced. These rates are available by telephone from The Company's customer service department or from The Company's service web site,
- follow The Company's technical recommendations as regards the need to have a telephone subscription throughout the term of the contract, taken out with the local (or non-local) telephone operator according to the type of Service provided,
- notify The Company of any change concerning this local telephone-service subscription, particularly in the event of a change of number or a line cancellation, and to give The Company details of his new situation,
- immediately inform The Company of any change of address or of bank account information.
- not to resell or use the Service with a view to forwarding telecom traffic or engaging in automated call processing. The Subscriber may not assign this registration, which is personal to him as a natural person or representative of a legal entity, company or association.

Article 4 – Invoicing of and payment for the Service

4.1 The rates for the Service applicable on this subscription date are enclosed with the registration form. The rates are

expressed in EUR (euros), including VAT, based on a VAT rate of 20 %.

4.2 *Telephone call rates:* call charges are rounded to the next highest euro centime. The Company reserves the right to modify its telephone rates at any time. The Company shall communicate any such modifications to the Subscriber by email or by post at least 5 business days preceding the start of their entry into force.

4.3 *Invoice Delivery:* the Subscriber authorizes The Company to provide invoice and call details records by electronic means such as online billing. The Subscriber may elect to receive invoice by regular mail for a supplement indicated on price list.

4.4 *Payment:* The Company invoices are payable monthly, in advance regarding all packages & options and afterwards regarding calls, by direct debit from the Subscriber's bank account or post office giro account. If payment is delayed or if a debit is rejected, The Company shall be authorised to suspend the line within 2 business days following the dishonoured payment and to invoice the client for the banking and technical expenses incurred; for guidance, these are of the order of EUR 22 including VAT.

Article 5 – Disputes - Complaints

Only disputes or complaints communicated by post or by email to the Customer Service Department (whose contact information is specified at the end of these General Conditions) shall be taken into consideration by The Company.

Article 6 – Suspension of services

6.1 In the event that all or part of an invoice has not been paid by its due date, the Service may be suspended by The Company after a written warning, sent by email or by post.

6.2 The Company reserves the right to suspend the Service in the event of an abnormal increase in the amount of the Subscriber's calls. The Subscriber shall be so informed beforehand.

Article 7 – Termination of the services

7.1 The contract is taken out for an indefinite term as from the date of its signature.

7.2 The Subscriber may at any time terminate its contract with The Company by sending The Company a letter by registered letter with advice of receipt to the address indicated at the end of these Conditions.

7.3 The Company reserves the right to terminate the Service, at any time and automatically, for the following reasons: breach of the General/Special Conditions of the contract, misrepresentation by the Subscriber in relation to the contract, Subscriber payment dishonour, withdrawal of the administrative authorisations necessary to the supply of the services, in a case of force majeure. If The Company cancels the Service for any of these reasons, the Subscriber shall not be entitled to claim any damages.

7.4 Termination shall become effective within 10 business days of receipt of the registered letter. The Subscriber shall be liable for all amounts due up to that date. 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.

Article 8 – Amendments

Without prejudice to the Subscriber's right to terminate the Service, The Company reserves the right to amend these Conditions at any time, subject to 10 days' notice, and also to update these Conditions periodically, in accordance with any binding changes in legislation or case law. The Company shall inform the Subscriber by email or by post of any amendments made hereto. The Subscriber shall be deemed to have accepted these amendments if the service has not been terminated under the terms of the previous article.

Article 9 – Treatment of personal information

The personal information requested of the Subscriber is covered by the French Data Protection Act of 6 January 1978. Accordingly, the Subscriber has an individual right of access and rectification, as recognised by this Act.

Article 10 – Transferability of the registration

The Company reserves the right to assign, transfer or contribute to a third party, in any form whatsoever, the rights and obligations arising from this contract.

Article 11 – Competent court of law

The relationship between The Company and the Subscriber shall be governed by French law. The legal rules for assigning jurisdiction shall apply. Otherwise, the court of Montpellier (France) shall have sole jurisdiction in trying any disputes.

The Subscriber represents:

- that he is informed of the fact that The Company's Service technically cancels any prior pre-selection on the lines covered by the contract; and that it is his responsibility to cancel any packages and contracts taken out previously with other operators.

- that he is informed of the fact that, in the event of a change of line affecting the France Telecom line number, France Telecom does not automatically renew pre-selection or Line Rental. In this event, the Subscriber may contact The Company to re-apply for Service.

- that he has duly noted the fact that, if he wishes to terminate the pre-selection or Line Rental of one or more of the lines covered by the contract, the Subscriber must make such a request in writing to The Company. For any additional information, or in the event of a problem before and after the activation of the Service, the Subscriber may contact The Company at the following address:

BUDGET TELECOM / TELECONNECT – 52 RUE D'ODIN - CS 40900 - 34965 MONTPELLIER CEDEX 2 - Tel. 0805 02 4000 (free call from a fixed line in France – from Monday through Friday, from 9 a.m. to 6 p.m., excluding public holidays) / +33 499 772 199 from out of France. Fax : +33 499 772 141 - Email: info@teleconnect.fr - <http://www.teleconnect.fr> - BUDGET TELECOM, a French SA with registered capital of €531.037,95. SIREN entry No.422716878 RCS Montpellier.

SPECIAL CONDITIONS: PACKAGE & OPTIONS

Article I – Object

These Special Conditions are applicable to the registration and use of the fixed telephony package and options, hereinafter referred to as the "Offers". Unless otherwise stipulated herein, the Subscriber shall remain subject to the General Conditions.

Article II – Description and charging

The Offers are associated with the Service. They are only valid for lines activated by The Company and are linked to a given telephone line. If the Subscriber requests benefit of this option for several lines, he shall be invoiced for each line. It is possible to independently subscribe to each of these Offers or to several offers jointly. These Offers are personal and non-transferable and cannot under any circumstances be used for commercial or profit-making purposes. These Offers are exclusively reserved for individual customers for private use in the context of the user's family and home, referred to as "prudent use", as defined in the Civil Code, and are not available to companies.

11.1 *The Unlimited AngloZone Offer* enables unlimited calls, 24/7, for private use, between two individuals, for up to 2 hours per call, from a fixed telephone to fixed telephones in the United Kingdom, USA, Canada, Ireland and Australia, and to mobile phones in the USA and Canada, for a flat-rate indicated in the commercial brochure. This option does not include: calls to France, calls to mobile phones outside Canada and the USA, calls to international numbers outside the United Kingdom, USA, Canada, Ireland and Australia, calls to short, premium, service and special numbers, to VoIP numbers, from or to voice servers, to Internet access numbers, to messaging services, to network services, or calls made to prepaid card services.

11.2 *The France Unlimited Offer* cannot be taken out separately from the AngloZone Unlimited Offer, and enables unlimited calls 24/7 for private use between 2 individuals, for up to 2 hours per call to France Telecom landlines in metropolitan France, except for exclusions, for a flat-rate indicated in the commercial brochure. This option does not include: calls to French and foreign mobile phones, calls to fixed phones abroad, calls to short, premium, service and special numbers, to VoIP and "Box" numbers, from or to voice servers, to Internet access numbers, to messaging services, to network services, or calls made to prepaid card services, and forwarded calls.

11.3 *The 2 hours to 40 countries Offer* cannot be taken out separately from the AngloZone Unlimited Offer and enables 2 hours of calls 24/7, for private use, between two individuals, from a fixed telephone to fixed telephones in a list of countries detailed at subscription time. Except for exclusions, the fee for this service is a flat-rate indicated in the commercial brochure. This option does not include: calls to French and foreign mobile phones, calls to short, premium, service and special numbers,

to VoIP numbers, from or to voice servers, to Internet access numbers, to messaging services, to network services, calls made to prepaid card services, and forwarded calls.

11.4 *Line Rental:* with this option the Customer will be able to rent his/her existing France Telecom line through The Company. The Customer will no longer receive any bill from France Telecom and The Company will be the unique supplier and contact for the Customer landline telephone. If the Line Rental Option is not chosen, the Service does not include the price of the subscription to the telephone line with France Telecom, nor the calls to short, special & premium numbers.

11.5 *The prices* are not included in any system of discounts and promotional offers. For the month of registration the amounts due are calculated in proportion to the days remaining until the end of the month. Thereafter, the Offers are invoiced in advance in full each month, and shall not be extended or reimbursed in case of non-use, deactivation or termination.

Article III – Term

The Offers take effect on the day after their acceptance by The Company. The Subscriber shall be informed of The Company's acceptance by telephone or email. The subscription to the Offers is organised for one or more successive periods of six months, tacitly renewable for the same term, unless unilaterally terminated. As each period approaches, an assessment may be made of the use of the offers. In this case, The Company may, after informing the Subscriber beforehand by telephone, email or postal mail, propose a new formula based on the type of use, which the Subscriber shall be free to accept or reject, by registered letter with advice of receipt. In this latter case, The Company shall terminate the Subscriber's contract, subject to ten days' notice.

Article IV – Offers deactivation

11.1 Regardless of the reason and the initiating party, deactivation shall only cover the offer in question: the main Service contract and pre-selection shall remain effective on the basis of the General Conditions. In this case, calls shall be invoiced at the main service rates in effect at the time of deactivation. To terminate the main service contract and pre-selection, the Subscriber must submit a request, as specified in the foregoing General Conditions.

11.2 *Payment of amounts due:* save for a modification of rate conditions by The Company, if the service is unilaterally deactivated by the Subscriber, the latter shall be liable for the payment of the amounts due for the Company Offers and telephone service. No refund shall be made in respect of the Offers for the month of deactivation.

11.3 *Deactivation by the Subscriber:* the Subscriber may at any time deactivate the Offers by calling the customer service, sending a letter to The Company by post or email. The deactivation of the Offer shall become effective within five business days. The Subscriber shall be notified by email of the end date of the Offer.

11.4 *Deactivation by The Company:* The Company reserves the right to automatically deactivate or suspend the Offers, and thereupon, to terminate the contract, in case of inappropriate use by the Subscriber. Examples of inappropriate use include but are not limited to: several calls simultaneously, connection of a call server to the line, simultaneous use on the same line, on a grouped line, or on an ISDN line, uninterrupted use, in particular via automatic and continuous dialling of numbers on the line, calls not disconnected on conclusion, calls without communication, calls to more than 99 different called parties during a month, call forwarding, calls from or to communications gateways, service platforms and radio boxes, advertising or promotional purposes use of the Offers, fax mailing, profit-making activity or resale, as well as use for commercial or professional purposes. In these cases, The Company reserves the right, after mediation, to bill the Subscriber for all of the calls made since the activation of the Offers, at main Service rates prevailing at the time of the inappropriate use. The Company reserves the right to bill administrative expenses and to take legal proceedings against any persons having intentionally used the Offers in an inappropriate manner.

11.5 *Notification:* regardless of the circumstances, deactivation shall be notified to the Subscriber by email or by post.

Price list

Unlimited calls to AngloZone	€14.90/month
Unlimited local and national calling	+ €5/month
2 hours/month call plan 40 countries	+ €3/month
UK2U virtual number in UK	€4.50/month
Line Rental	€15.90/month
Service Pack (redial, forward, etc.)	€4.90/invoice
Activation Fee	FREE
Service cancellation or transfer	€45
Reactivation after line cut	€45
Reactivation after suspension	€25
Rejection by bank of direct debit	€15
Payment failure	€15
Receive a copy of invoice by post mail	€1.50/invoice
Online billing feature	FREE